

---

## Terakalis quality policy

Date 03/06/2024

---

**Terakalis Management** has established, implemented and maintains a Quality Policy which:

- Is appropriate to the purpose and context of the company's activities and supports its strategic orientations;
- Provides a framework for establishing quality objectives;
- Includes commitment to meet applicable requirements;
- Comprises commitment to continuous improvement of the quality management system.

The quality policy is:

- Available and kept up to date on the company's internal network as well as in paper form in the SMQ printed folder (available in a dedicated cabinet);
- Communicated upon the arrival of each employee. Monitoring work ensures that it is understood and applied within the company;
- Made available to relevant stakeholders, where applicable.

**The purpose of the Quality** is to ensure the complete Satisfaction of all our Customers, our partners, our shareholders, our suppliers and our staff while respecting the environment, by:

- Permanent improvement of our products and services;
- Staff commitment and continuous development;
- The requirement for results.

**Our approach is Dynamic** and is based on seven values

- Permanently listening to our customers and sustainably improving their Satisfaction;
- The involvement of general management, management and all staff;
- Transparency in communication;
- Systematic measurement and communication of our performances;
- Control and improvement of processes, products and services;
- Recognition of exemplary actions;
- Sharing our Quality Policy with all stakeholders.

**Terakalis Management is committed to ensure** that responsibilities and authorities for relevant roles are assigned, communicated and understood within the

company. To achieve this, Terakalis management set up all the necessary means and controls that:

- The quality management system complies with the requirements of the current ISO9001 international standard;
- processes deliver the expected results;
- The information process of the performance of the quality management system and opportunities for improvement is effective;
- The search for customer satisfaction is promoted at all levels of the company;
- The quality management system integrity is maintained when implementing system changes

### **Our quality approach is planned**

Quality plans are deployed based on the annual Quality assessment and its regular measurement.

### **Our quality approach is preventive**

- Quality begins with the product development specifications.
- Potential problems are detected before they appear and solutions are put in place to maintain Customer Satisfaction.

### **Our quality approach is reactive**

Issues affecting our Customer Satisfaction are resolved quickly and efficiently.

---

Name of President and signature

**Mr Thierry Antonini**

A handwritten signature in blue ink, appearing to read 'Thierry Antonini', with a long horizontal stroke extending to the right.