



# RFS GLOBAL QUALITY AND ENVIRONMENTAL POLICY

**The “RFS-Way” puts the customer at the heart of every process within our operations. The “RFS-Way” secures high quality and reliable products; it constantly strives for excellence in meeting our commitments and customers’ expectations.**

Our way is strongly committed to:

- Measuring performance and driving continuous improvement in our processes and those of our supply partners.
- Face and address issues in a timely manner looking for best-in class practices.
- Leverage our global organization strengths delivering reliable service and customer support in all regions of the world.
- Anticipate customer needs offering innovative products and services.
- Protect the environment through compliance with regulations and prevention of pollution.
- Conduct business with high standards of integrity and Corporate Social Responsibility.

The Management team is committed in providing a workplace fostering a culture of innovation and continuous improvement, where Quality is the result of each and every employee’s daily engagement for the benefit of our customers.

Jacques SCHAFFNIT  
**President**

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Hélène FAUVE  
**VP Quality**

A handwritten signature in black ink, appearing to be 'HF', written over a horizontal line.