



MERSEN ELECTRICAL PROTECTION & CONTROL QUALITY & ENVIRONMENT POLICY

Our quality and environment policy supports the MERSEN ELECTRICAL PROTECTION & CONTROL mission, which consists in offering to our customers, or any interested parties, innovative solutions originating in the development of cutting edge technologies.

At Mersen we endeavor to be:

A Technology Leader in our markets

Customer oriented

Focus on human development

Socially, legally, environmentally responsible

Highly driven-performance culture

By

- Understanding our customers' challenges and offer innovative solutions
- Guarantee our customers' satisfaction by managing and attaining all commitments we make
- Reinforce leadership and coaching for managers
- Develop skills, both to create a network of talents that can guarantee our efficiency and to foster personal growth

- Ensure the safety of all our associates and continuously improve their working conditions
- Comply with all applicable legislation and regulations, and monitor any changes in them
- Build Sustainable Development aspirations into the design of products and operation at our production facilities

- Continuously improve our: products, services, organization, processes and the performances of our teams through action plans and risk base thinking
- To provide new solutions to meet the changing needs of our markets and customers in a timely manner and to anticipate changes in our markets

**These orientations form the basis for our Quality & Environment program.
Every individual is required to take ownership of them and translate them into action at
every level of the organization - they are key to our success**

LOPEZ DE ARIAS, Thierry
Thierry LOPEZ de ARIAS
VP, Electrical Protection & Control
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