

QUALITY POLICY

SAFRAN TRANSMISSION SYSTEMS



Eric VALENTIN
Chairman for Safran
Transmission Systems

A handwritten signature in blue ink, appearing to be 'E. Valentin', written over a light blue horizontal line.

Safran Transmission Systems pledges to offer its customers world-class products and services, in terms of safety, quality, reliability and performance. To this end, I oversee the deployment of an ambitious quality policy, along with a dynamic focus on innovation, continuous improvement and risk management.

Our quality policy is integral to the imperative for technical excellence, at the core of Safran's corporate culture and values. In particular, I make sure that this policy is deployed strictly and transparently, in light of human factors.

Our quality policy has two main objectives :

> **CUSTOMER SATISFACTION**, based on:

- Listening to and integrating their needs, meeting their requirements, anticipating their requests and addressing them as quickly as possible.
- Fulfilling our commitments and duty to ensure the safety, quality, cost and on-time delivery of our products and services.
- Compliance with quality fundamentals and application of the tools and methods needed to guarantee the maturity of our products from the original design to in-service operation by our customers.

> **CONTINUOUS PERFORMANCE IMPROVEMENT**, based on:

- The continuous improvement and simplification of our processes, anchored in a strong emphasis on innovation.
- The rigorous selection of the best suppliers, forming long-term partnerships to progress and innovate together.
- The deployment of best practices and standards to enhance the company's quality and efficiency.
- The effective management of our programs, based on strictly meeting all milestones and systematically identifying and managing risks.
- The constant development of our employees' skills, expertise and motivation, worldwide.