

# More than a policy ... ... a daily commitment

The fundamental values of the UTC group are Ethics, Environmental protection, Health, Hygiene and Safety (EHS), and **Continuous Improvement towards Excellence (ACE)**.

The Culoz site has placed Sustainable Development at the heart of its industrial and commercial strategy. The quality policy is the key focus of our company's development strategy, taking into account the context, and management of risks of opportunities at all levels in the organisation.

To meet these challenges, our company has decided to adapt the Management System for **Quality, Health and Safety** and **Environmental** protection based on the following three fundamental interconnected objectives:

## Involving People



### **Protecting the health and safety of our employees.**

Foster social dialogue.

Promote personal development by encouraging employees to get involved in a continuous improvement programme

Aim for "Zero Accidents"

Prevent risks in the workplace

Optimise the use of natural resources.

**Reduce the environmental impact** of our products from their design through to their end-of-life stage.

Control our energy consumption

Reduce waste and improve waste recovery

Guarantee the management and source of substances

## Caring for the Environment



## Customer satisfaction



### **Meet the needs of our customers and other interested parties**

Improve and maintain a continuous improvement process.

Develop employees' skills and knowledge

Guarantee the quality of our products and services

We are committed to running our business in accordance with the legislation, regulatory requirements and standards in force; our business activities include:

### **The design, manufacture, sales and maintenance of equipment for ventilation, air handling, refrigeration, air conditioning and heat exchange.**

The Site Management has defined **a Management System for Quality, Safety & the Environment** which it will effectively implement in collaboration with all company departments, using the ACE and EHS standards of the UTC group for actioning this continuous improvement programme.

Our strong commitment and leadership shall be translated into:

- **Empowering and involving** personnel at all levels of authority
- Ensuring all colleagues understand and follow the standards and rules
- Tracking customer loyalty and the compliance of our suppliers and partners

The corresponding objectives and commitments shall be reviewed and developed annually by the Management to ensure:

- they are still relevant,
- the necessary actions are being carried out to achieve them,
- the necessary resources are available.

**I am trusting that everyone will collaborate fully and innovatively in implementing this quality policy.**

Culoz, 19 March 2018



**Fabrice ZAMPARUTTI**  
Managing Director