

3 June 2021,

Our mission is the continuous improvement of our services to meet the needs of our stakeholders and the expectations of the market, which will allow us to ensure the sustainability of our company. Each MULLIEZ-FLORY employee contributes to the satisfaction of our stakeholders by offering a product or a service in adequacy with their expectations while being in conformity with the regulatory requirements.

The Group's stakeholders and their expectations are at the heart of the system and Mulliez-Flory is committed to listening to them.

Our policy is based on several axes:

**1- Customer approach:**

Improving upstream work to enable better visibility of the company.

**2- The response to the client:**

It must be fast: for the awarding of prizes, for the submission of prototypes, to produce response files (CSR and specific standards: PPE)

It must also be adapted to the need and qualitative. The objective is to meet the client's various expectations (quality, health, and safety of users)

**3 - Continuous improvement of processes:**

Decision-making processes must be very short and adapted to the customer's needs to ensure a constant quality of service. This will be possible in particular thanks to an improvement in internal information flows.

**4 - Ensure constant quality of our products and CSR control, particularly with regard to human and social rights, wherever production takes place,** thanks to a dedicated product team that monitors our suppliers and subcontractors.

In compliance with the requirements of Règlement (UE) 2017/745 on medical devices, we are committed to ensuring the monitoring of products placed on the market.

**5 - To ensure that each employee is competent and committed by valuing the skills of each person** and by carrying out interviews which will enable us to recognise the objectives achieved or to implement the necessary actions in the event of deviation.

We consider that the men and women who make up the company are essential stakeholders and that taking their interests into account and respecting the law are an absolute necessity.

**6 - Respect the principles of Corporate Social Responsibility,** including respect for the universality of human rights, applicable international laws and standards of behaviour, and the requirements of corporate responsibility to which we have voluntarily subscribed.

**7 - Take action to reduce our environmental impact:** Ecodesign, Optimisation of use and Recycling of the products we deliver to our customers.

**8 - Act with ethics and integrity in our markets**, and in transparency and accountability with regard to societal impacts. We undertake to ban from our professional practices any form of corruption, conflict of interest or unfair competition.

**Mulliez-Flory Group CSR Quality Policy**  
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**9 - Comply with the regulatory and legal requirements** that govern our activity

The deployment of our policy is based on an integrated management system using a process approach based on risks and opportunities and a successful system for preventing societal crises in accordance with ISO 9001 - 2015, ISO 13485-2016 and CSR 26001 - 2021.

To enable daily improvement, tools have also been deployed:

- Deployment of Lean Management internally
- AEO certification: Authorised Economic Operator

This policy is available to employees, customers, suppliers, and all stakeholders with whom we interact. It is available to the public.

I personally commit to providing all my support, as well as the necessary human and material resources.

**We are counting on the contribution of everyone, whatever their function, to enable us to achieve these objectives.**

**The Management**

Jacques GINDRE