

# Quality Guideline

Green Transfo SAS



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## Five Guiding Principles

### 1. Customer First:

Quality is the safety of our customers. We prioritize their interest and anticipate their needs everywhere in the company. We follow as Quality is every Customer's right.

Everywhere in Green Transfo, we put the Customer at the center of our decisions. We deliver tailored and agile Customer Experiences, fast and consistent in all touch points, to get satisfied

### 2. Offer Quality:

We innovate with agility, discipline and good business sense throughout the offer life cycle from creation to supply, manufacturing, deliver, operations till services. We deliver safe, reliable and cybersecure offers, for products, systems and software, to secure Customers' business continuity.

### 3. Intelligence:

We run strong analytics to convert our Customer Experience data into actionable information, to anticipate Customer failures, prevent Customer complaints and improve on all touch points, we propagate this Customer intelligence in all teams.

### 4. People:

We empower our teams to put Customer First, we look for superior Customer driven skills. We remove internal barriers to always address Customer issues first. Quality is every Employee's responsibility.

### 5. Ultimate Experience:

We deeply analyze Customer Experience on all touch points, leverage it to prioritize our investments and tailor our sales tactics accordingly. Customer Experience is recognized in our company as a strong competitive advantage.

This guideline is supported by a robust Quality Management System, which we improve continuously, to fulfill expectations of our relevant parties, in full alignment with our trust approach of Green Transfo's code of conduct and in compliance with ISO 9001 standard. ISO 9001 QMS approach is supporting in every stage by Green Transfo Management in terms of awareness, investment & improvement. All these supports are committed by Green Transfo Management. We deploy this policy everywhere in Green Transfo Factories and translate these guiding principles into operational objectives for execution in all organizations.