

Quality Policy – DELTAFLUID

As part of its corporate mission, DELTAFLUID places quality and stakeholder satisfaction at the heart of its strategy and operations. Our quality policy is rooted in a shared culture, championed by management and implemented at all levels of the organization, centered on the following commitments:

1. Customer focus and satisfaction

Our customers are our top priority. As such, we are committed to:

- Understanding and anticipating their needs and requirements,
- Providing compliant, reliable, and high-performing products and services,
- Building a lasting relationship based on trust, transparency, and integrity,
- Continuously improving our customer satisfaction levels.

2. Long-term relationships with our partners

We view our suppliers as essential partners. We strive to:

- Build relationships based on trust and collaboration,
- Select and evaluate our suppliers based on quality and performance criteria,
- Involve them in our continuous improvement process.

3. Employee Engagement

Quality is everyone's responsibility. We are committed to:

- Empowering every employee in their roles,
- Developing skills and a culture of quality,
- Fostering a work environment based on rigor, ethics, and transparency,
- Encouraging the reporting of issues and the resolution of discrepancies.

4. Compliance and Continuous Improvement

DELTAFLUID is committed to:

- Complying with all applicable requirements (regulatory, standard-based, customer-specific, and internal),
- Implement a process-based approach and manage risks and opportunities,
- Continuously improve the effectiveness of its quality management system,
- Measure, analyze, and manage the performance of its operations,
- Encourage suppliers to adopt a continuous improvement approach

5. Integrity and Fraud Prevention

We have a zero-tolerance policy toward any form of fraud or falsification.

We are committed to:

- Ensuring the integrity of data and products,
- Promoting responsible and transparent behavior,
- Raising awareness among all employees regarding ethical and compliance requirements.

Management is committed to providing the necessary resources to implement this policy and to ensuring its dissemination, understanding, and enforcement at all levels of the company.

The QSE Manager has the independence and authority necessary to oversee the quality management system, with direct access to senior management