



QUALITY POLICY

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Grande-Synthe, 14/11/2024

Since its creation in 2003 as the "Fil Fourré" business of ROME (part of the VALE group), our company, which became BOZEL Europe in 2008, has been manufacturing, packaging and marketing products for the metallurgical industry. Since 2011, BOZEL Europe has been owned by the Japanese group JMC (Japan Metals & Chemicals).

In a highly competitive environment, exacerbated by a complex global political and economic climate, BOZEL Europe must continue to distinguish itself from its customer-users through its irreproachable products and services.

This context is also fuelled by our customers' expectations in terms of sustainable development. We have long been aware of our responsibilities in this area, and we need to take a , in particular by formalising some of our already virtuous practices.

These commitments are reflected in the management's determination to pursue our Continuous Improvement approach, and to put this into practice by maintaining our ISO 9001 certification by duplicating this approach with regard to CSR aspects (according to the ECOVADIS assessment).

With this in mind, and given the context of BOZEL Europe, our efforts should focus on the following strategic objectives:

- Maintaining our customers' trust through the excellence of our products and services.
- Diversify our range of products and services to offer our customers innovative, tailored, comprehensive, individualised and attractive solutions that meet their needs and expectations.

Securing our flows to ensure that our products and services are delivered on time and on .

- Streamlining and adapting our processes to achieve Operational Excellence and Commercial Performance.
- Select virtuous partners who share our values of transparency and responsibility, who respect human rights and in particular reject all forms of slavery, including child .

Comply with international provisions governing trade (anti-dumping measures, embargoes, sanctions, etc.).

Encourage the re-use and re-circulation of some of our waste whenever possible. Favour local purchases possible,



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- Monitor our consumption and act as as possible in the event of any deviation to remedy and/or limit any loss or wastage.

Saving energy by communicating with our teams and making the right technological choices.

- Improving the quality of life at work for our teams.

Management is committed to providing the resources needed achieve our continuous improvement objectives, while complying with the regulations applicable to our activities. These principles, supported management and passed on each manager to his or her teams, will enable us all to build on success with our customers and partners.

Through this Quality Policy, management is renewing its confidence in and support for each employee, and wants everyone to see the results of their involvement in the company's development.

Valérie ACCETTONE
Administrative and Financial Director

A stylized, handwritten signature in black ink, consisting of a large, sweeping loop followed by a series of smaller, connected loops.

Christophe LESTOQUOY
Managing Director

A stylized, handwritten signature in blue ink, featuring a large, sweeping loop followed by a series of smaller, connected loops.