

# Managerial General Policy and Commitments

Fives Pillard, Worldwide Leader in clean combustion, at 3 locations based in Marseilles



Expand the customer base  
Get ahead of the competition

Continuous Improvement  
Quality & Atex  
Safety  
Environment



Lasting client satisfaction  
Absolute Safety



Social responsibility of the Company  
Sustainable development  
Compliance with requirements



Efficient Performance  
Environmental compliance  
Prevention of Pollution



Q.S.E. Department

QSE 2016 OBJECTIVES	
Quality & ATEX	Client Satisfaction Rating (2.41 / 3)
Safety	Zero Accident (With & Without Layoff) Meetings (2 / year / Head of Department)
Environment	3 % Reduction of Impacts compared to 2015 : - Depletion of resources (Energy, Water & Paper) - Atmospheric pollution (CO <sub>2</sub> & SO <sub>2</sub> ) & Noise - Preservations of Soils, Forests & groundwater by 9 Recyclings

Daniel JULIEN  
General Manager



Marseilles, April 8<sup>th</sup> 2016