

POLICY OF OUR MANAGEMENT SYSTEM

Our company, anxious to provide to all of our customers the level of requirements they expect from our products and services, has set up an Integrated Management System, with my commitment to:

- The constant search for the satisfaction of our customers.
- Continuous improvement of our integrated management system.
- Compliance with applicable regulatory, legal and other requirements.

Our company has developed a know-how that today places us at the forefront in our field of activity, pneumatic handling of bulk products and related technologies (storage, dosing, mixing, other).

This know-how applies to the design of components and the supervision of the realization of new installations by our Engineering department, as well as to the support of our customers in the operation and optimization of existing installations through our Service activity.

My commitment is reflected in the declination of strategic axes, appropriate to the context and the internal and external challenges of the company, resulting from the transformation plan by 2023 of the SFPI group on industrial responsibility which is at the heart of its development model as follows:

- **Business** Responsibility: Deepen customer knowledge and culture at all levels to improve customer satisfaction.
- **Environmental** responsibility: Become a more environmentally efficient group by reducing our waste, energy expenditure and carbon footprint.
- **Managerial** responsibility: Improve skills and offer opportunities by strengthening the role of managers in order to improve talent retention and anticipate team turnover.
- **Financial** responsibility: Build common standards, tools and reference frameworks for sustainable growth and limited risks.

These axes will be developed by constantly advocating the improvement of our performance and our prevention in terms of quality, safety and health at work.

I undertake to ensure that this policy is communicated, understood, and applied by all internal and external interested parties and that it is in line with our business project and our field of application.

NEU-JKF Process

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I am committed to translating this Policy into measurable objectives on an annual basis, to promoting the process approach of our system and to putting in place the means necessary to achieve these objectives defined within the framework of the company's strategy and within the budget.

These objectives are set up in the form of indicators and actions recorded and monitored by process pilots. Documented information describes the rules of organization and our Integrated Management System. I ensure its application and the effectiveness of the results through an annual management review.

Our certified (Qualiopi) training center, contributes to the development of the knowledge and skills of our staff and provides to our customers the necessary training to understand the operation, care and maintenance of their facilities.

I hope that the staff will find their fulfillment in our common ambition. The attention paid to the daily working environment, the evolution of skills, training, interviews are the elements that we want to put in place to achieve this

I undertake to provide all interested parties, through participation and consultation of staff, with healthy and secure working conditions, suppressing dangerous situations and reducing risks.

I delegate the operational control of the Integrated Management System to the process pilots who are assisted by the QHSE Group Management.

This commitment is for NEU-JKF Process S.A.S. a guarantee of performance and sustainability.

Done at La Chapelle d'Armentières on January 4th, 2023



The General Manager
Christophe BENJAMIN