



# MANAGEMENT SYSTEM POLICY



The definition of this policy illustrates our desire to invest in new challenges that are in line with our ambitions and our vision of the Group's future.



This management system approach provides us with the necessary framework to fulfil our commitment to the EVE programme on reducing CO<sub>2</sub> emissions, our commitment to environmental protection – including pollution prevention – and to enhance the quality of our professional practices in relation to AEO and IATA requirements.



It enables us to commit to achieving strategic objectives, to ensure that we meet compliance obligations and the requirements applicable to our business, and to continuously improve our quality and environmental management system.

## Acceleration of our social and environmental commitments



- Continue our EVcom commitment to reducing our CO<sub>2</sub> emissions,
- Continue our sponsorship activities,
- Sustain our energy performance,
- Improve our waste management.

## Improving customer recognition



- Ensure continued customer satisfaction and loyalty,
- Implement supplier selection criteria relating to environmental impact, business ethics and workplace well-being,
- Improve our analysis of claims and disputes,
- Enhance brand communication

## The sustainability of participatory management



- Encourage our project managers to work on cross-functional projects
- Implement improvements in the area of training and skills,
- Enhance our working tools.

The Group's management is committed to communicating this policy and the associated quality and environmental objectives at all operational levels;

It is also committed to providing the necessary resources (human, technical, financial, etc.) to enable its implementation and to promote its performance and effectiveness.

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Le Mans, December 8, 2025