

This Quality Policy outlines Axens' commitment to our Vision, Mission and Ambition and to our Integrated Management System designed and implemented in conformity with ISO 9001, 14001, 45001 and 50001 standards to ensure continuous improvement in consistent quality, customer satisfaction, safety, environmental and energy performance in all aspects of our operations.

OUR VISION

In a fast-changing world shaped by increasing environmental awareness and connectivity, the energy and chemical industries must invent prospective solutions to contribute to a better quality of life and a preserved planet.

OUR MISSION

To offer our customers innovative and durable solutions for the production of chemical intermediates, the treatment of natural gas and industrial effluents, an ever cleaner mobility, and to help them meet their challenges related to the protection of the environment and the energy transition.

OUR AMBITION

To be the preferred partner through multi-specialist integrated offers, inventing and delivering ever more advanced and efficient solutions for a better world.

CUSTOMER CENTRICITY

With **Customer Centricity** at the core of our ambitions, we commit to help our customers manage their risks and seize opportunities, by covering the entire value chain, from feasibility studies to unit start-up and follow-up throughout the entire unit life cycle while ensuring the highest level of performance of our global offer:

- Providing technologies, equipment, furnaces, modular units, catalysts, adsorbents and related services that meet customer expectations.
- Enhancing customer satisfaction by understanding their needs, addressing their feedback, and delivering tailored solutions on time and within budget.

- Continuously improving our processes and our global offer through research and development to drive technological advancements in the industries we serve. We invest in innovation to develop solutions that address industry challenges, new products, new digital solutions, new business models, improve energy efficiency, and contribute to sustainable practices.

COMPLIANCE

Axens adheres to all applicable laws, regulations, and industry standards in the regions where we operate. Our integrated management system is designed to ensure compliance while promoting ethical behavior and responsible business practices, such as zero tolerance for corruption tolerance.

EMPLOYEE WELLBEING

Axens is committed to providing a safe, secure, inclusive, and engaging work environment that **empowers** employees and sub-contractors, to contribute to their fullest potential. Extensive training, professional development opportunities, and recognition programs are integral to nurturing a motivated and dedicated workforce.

INFORMATION SECURITY

Axens ensures **data protection** and confidentiality of all information handled, including information provided by or belonging to third parties such as customers, employees and partners. We are continually adapting our processes to comply with the regulations and requirements of these third parties.

This Quality Policy is integral to Axens' commitment to providing a complete range of solutions for the conversion of oil and biomass to cleaner fuels, for the production and purification of major petrochemical intermediates as well as for gas treatment and conversion options.



Jean Sentenac,
Chairman & CEO
Rueil-Malmaison, January, 2024