

Quality/Safety/Ethics Policy

OUR MISSION

The quality, safety, compliance and traceability of services required by all economic stakeholders are fundamental industrial challenges for companies.

To guarantee its customers the best level of service possible, Akiem Group has implemented a Quality & Safety policy for its Leasing and Maintenance Business Unit which applies to all leasing and maintenance services for railway rolling stock.

OUR VALUES

Close to you

- A way of gauging our efficiency and reactivity vis-à-vis our clients.
- Between group employees in our day-to-day relations with our service providers, partners and clients.

Skills

- An expertise dedicated to the challenges faced by our clients.
- We are committed to constantly developing our expertise, in line with the requirements of our market.

Engagement

- Our commitments are long term strategies that guarantee performance for our shareholders and our clients.
- Teams and partners work together to ensure we deliver on our commitments.

Sustainable development

- Safety comes first.
- Men and women, their development and their health are at the heart of our actions.
- The ecological impact of our actions plays a part in our decisions.

Innovation

- We see innovation as something that sets our offer apart and underpins performance.
- We encourage innovation from the start of our offer and it informs the way we manage our investments.

OUR COMMITMENTS

Our management system is focused on three main areas for improvement, and is coherent with our company strategy and our values.

☑ Quality

It measures and guides the performance of our company and our group, which is orientated around client satisfaction and group performance:

- Be closer to our clients and ensure that they are satisfied
- Undertake management in compliance with ISO 9001 - v2015
- Continuously develop and improve our ability to anticipate, react and be flexible

☑ Safety

The safety of our operations and employees is at the heart of our organisation:

- Bring the Akiem Group entities into compliance with the requirements of EU regulation No. EU/445/2011 and manage these entities accordingly
- Choose and deploy a network for partners and sub-contractors that is compatible with the group entities' ECM requirements
- Mobilise the company to ensure the safety and well-being of our employees

☑ Ethics and compliance

The Group undertakes to respect the regulations and legislation in force every day and aims to act ethically in all of its activities:

- Promote respect and integrity in all business dealings and relations within the Group
- Act in accordance with the law and applicable regulation at all times

TO MEET THESE OBJECTIVES

- I have asked each of the Directors and their teams to promote the Group's best practices and contribute to improving the system,
- I am committed to ensuring that each Director has the equipment and human resources needed to perform their tasks in accordance with ISO 9001 v2015 and ECM EU/445/2011, and our ethics policy.

Fabien Rochefort