

POLICY QHSSE & FCA

Since its creation, Somef has fostered a brand image and developed a trusted relationship with its customers, partners and employees. Our image and the trust we have instilled are both based on the quality of our work, our constant search to identify customer needs, customer satisfaction and the skill of our teams.

These are the men and women who make our company what it is

Safe, environmentally conscious and high-quality work has become the cornerstone of our corporate culture

Let's continue our efforts and reaffirm our values and commitment as we move forward!

The quality of our work, the well-being and prevention of accidents amongst our employees and subcontractors, the food safety of animal feed during waterway freight transport and a special focus on the environment **are priorities** for us and inform all of our strategic decisions. This is why management is committed to providing the resources needed to achieve these objectives:

1. The quality of our services, as well as those of our external partners, must be guaranteed, measured and adapted to the needs of our customers.
2. We seek to guarantee the future of our company through our policy of diversifying our portfolio and adapting to markets in an ever-changing world.
3. Improving customer satisfaction is our goal, and all of our employees are part of this. To this end, quantified and measurable objectives are established.
4. The efficiency of our organisation must be consistently improved through the process approach.
5. Identifying, assessing and eliminating health and safety risks in order to effectively manage them and prepare for emergency situations.
6. **Establishing**, updating and testing our emergency procedures.
7. Implementing an active procedure to prevent any work related injuries or illnesses.
8. Fostering a positive culture that requires clear leadership and well-defined responsibilities.
9. Improving skills of our employees as well as the equipment provided to them.
10. Analysing any incidents that occur to avoid them happening again.
11. Encouraging every worker to stop if there is an imminent risk, and rewarding good behaviour.
12. Setting quantitative objectives and monitoring progress through regular reports and audits.
13. Complying with all legal requirements and meeting, or exceeding, expectations, regardless of the country in which we are operating.
14. Ensuring compliance with health and safety requirements during waterway transport of animal feed, in accordance with the FCA BC06 standard and associated standards.
15. Limiting the environmental impact of our activities through a **suited** conscious corporate culture.
16. Paying particular attention to complaints from customers and following up appropriately.
17. Analysing the risks and opportunities of our processes on a regular basis.

Our executive team, with the aid of the management staff, ensures the efficiency and correct operation of the integrated management system, and **sets an example**.

Team leaders and consultants Corinne CONTI and Philippe DEMARTEAU manage the ISO9001:2015-FCA BC06 quality system and ISO45001:2018 safety system respectively.

Mobilising, engaging, consulting and involving everyone who works for us and with us is key to the success of this policy

Corinne CONTI
Quality/FCA-manager



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