

# QUALITY POLICY

Adhering to the principles of sustainable development, arcenciel emphasizes the social and economic integration of marginalized people and communities into society. arcenciel supports the diversity of society, and encourages the sustainability and conservation of natural resources in all aspects of its work.

arcenciel activities fall into five core programs: Mobility and Health, Responsible Tourism & Culture, Youth Support, Social Action, Agriculture and Environment.

Within the above programs, arcenciel activities include manufacturing and provision of products and/or services as well as design and implementation of projects.

Quality constitutes an integral part of the core principles that guide our actions to deliver products and services that are safe, compliant and preferred by our beneficiaries and customers.

This requires everybody to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to take action.

The essential elements that guide our policy:

- Fostering a quality culture
- Complying with relevant laws and regulations
- Continuously challenging ourselves to improve the quality management system
- Encouraging participation and promotion of quality responsibilities amongst all volunteers and third parties.

