



## THE FUNDAMENTALS

The activities of the Groupe SAMAT focus on the specialised transport of sensitive goods. In order to pursue its growth, the Groupe SAMAT relies on the following Fundamentals which are present at all levels within the Company. They are reinforced by our commitments "Global Compact", "Responsible Care" and our "Ethics Policy".

### PROTECTION OF PEOPLE, PROPERTY AND THE ENVIRONMENT

- To guarantee and safeguard the health, safety and integrity of individuals, property and the environment, and to ensure the security of our operations while at the same time reducing our HSE impact,
- To optimize the resources required for our operations in a responsible manner,
- To permanently prevent, eliminate or control the risks inherent in our business while managing and improving particularly behavioral aspects associated with safety (BBS),
- To respect our regulatory environment, to put in place an active prevention of the use and abuse of alcohol, drugs and medicines.

### PROFITABILITY OF EACH BUSINESS ACTIVITY

To guarantee the sustainability of the Company through profitability and cost optimization

To monitor at all times the sales of our services at a fair price, and effective cost control in each business activity

To develop efficient and sustainable partnerships with our customers and suppliers

### QUALITY OF CUSTOMER SERVICE

- Permanently increase the satisfaction of our customers by providing services that meet their expectations within a mutually agreed framework,
- To notify our customers in case of difficulties in order to minimize any impact,
- To respond to permanent or occasional customer demands by offering efficient solutions.

### MAINTAIN OUR KNOW-HOW AND OUR PROFESSIONALISM

To advance our know-how, our professionalism and our ability to innovate

To control systematically the various elements of our business by identifying, transmitting and controlling the respect of good practice and behavior

To integrate and train the relevant staff, both initially and continuously, and to promote their in-house development.

*" By implementing these Fundamentals, which form part of the process of continuous improvement of our management system, ISO 9001 certified, we can drive our strategy to achieve our various objectives. Because this is the responsibility of all employees of the Company and its subcontractors, I am committing, and I ask everyone to become fully involved in this process, so that this Policy is implemented effectively in a sustainable way."*