

# Quality policy and commitment

Against a backdrop of increasing urbanisation, we are committed to transforming the construction industry towards a more responsible model. We recognise our key role in saving water and recovering sand, two essential resources for future generations.

When you choose MS for your project, you get support from our experienced team at every stage: from preliminary design to implementation, right through to after-sales service, with a truly personalised performance.

We are convinced that we have a role to play in contributing to a virtuous ecosystem and we have made clear choices to :

## Putting the customer at the center of our decisions

- It means understanding and integrating our customers' needs, responsibly and boldly.
- It means establishing a truly and inspired relationship, explaining our service solutions and creating value for our customers.
- It means making customer satisfaction our priority, taking every feedback into account and improving the customer experience.
- It means providing facilities where risks to staff safety are identified and minimised.



## Developing human capital and respecting Human rights

- It means being attentive to the working conditions and personal development of our employees.
- It means preventing health and safety risks in the workplace.
- It means guaranteeing non-discrimination, diversity and respect for individuals.
- It means challenging ourselves whenever necessary with virtue and respect.

## Acting with loyalty and responsibility towards our partners

- It means evaluating, choosing and working with suppliers to define the right price for our purchases, with a long-term view.
- It means choosing our internal and external partners who share our vision of a future world where life must be preserved.
- It means being proud to buy 90% of our products in France, while exporting 60%.
- It means ensuring that our activities comply with current legislation.



## Being environmentally responsible by proposing audacious and ecological solutions

- It means integrating the preservation of natural resources into every installation design.
- It means innovating and devising new solutions to develop recycling of construction materials and water treatment.
- It means increasing opportunities to give our equipment several lives by developing "Remanufacturing".

This policy is supported by a robust Quality Management System, which we are constantly improving.

This system is based on effective processes and tools, in accordance with the ISO 9001 norm.

It is also a guideline for our objectives and is deployed across all our departments.

"By working with MS, you have a loyal and responsible partner to build a better tomorrow".



**Alexandre Guillaume** Président de MS