

## QUALITY, ENVIRONMENT AND ENERGY POLICY

Balta Group has integrated quality, environment and energy as core values into its policy. We are committed to enable the success of our customers through the development, manufacturing and distribution of **soft flooring solutions**. By providing creative and innovative solutions, we help our customers in successfully addressing present and future **challenges**. We build long term relationships with our customers through **customer focused services, technical support, local presence and worldwide coordinated activities**.

Balta is convinced that this policy does not only contribute to a sustainable development and to the preservation of our ecosystem, but also to a competitive advantage for the company itself. We define our **key goals for success** in strategic plans and turn these into specific approaches in the yearly business plans. Balta is a process-driven organization where every process owner continuously sets challenging and well-chosen targets.

We engage ourselves:

- to **comply** with all **relevant legal requirements** and **customer demands**,
- to hire **the best people** for every process and to motivate them to take on opportunities for self-development and growth as we continue to grow our business,
- to apply the **best available techniques**.

This leads to:

- a **good relationship** with all **stakeholders**,
- the **prevention** of **environmental pollution**,
- the **efficient utilization** of **energy** and **natural resources**.

An integrated management system according to ISO 9001 and ISO 14001 provides a basis for implementing this policy. Through regular customer and employee engagement surveys, internal and external audits and assessment of the process targets, we strive to continuously improve our performances in terms of quality, environment and energy.

07/09/2018

A handwritten signature in black ink, appearing to be "Cyrille Ragoucy", written over a light blue horizontal line.

Cyrille Ragoucy  
CEO