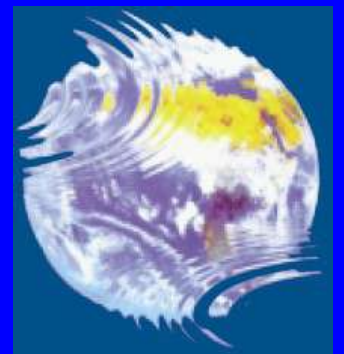


SNF – Quality Policy



SNF - QUALITY POLICY

SNF 's future relies on a vision for medium and long term development of the products and markets.

The strategic action depends on a continuous performance improvement and is wholly oriented to customers' satisfaction which is the primary goal and everyone's commitment.

VISION

BE THE WORLD 'S
PREEMINENT PRODUCER OF
WATER-SOLUBLE POLYMERS

MISSION

ASSURE OUR CLIENTS THE
MOST RELIABLE SOURCE AND
THE BROADEST RANGE OF
POLYMERS AND SERVICES,
WITH THE QUALITY AND PRICE
THEY NEED TO MEET THEIR
IMPORTANT PERFORMANCE
GOALS

It will be **achieved through** :

- a **simple**, direct and personalized relationship with our customers
- a **proactive** organization based on real-time response and able to deliver custom-made products
- continuous improvement of our **formulations** and **processes** in order to produce and distribute quality products at the lowest costs
- a customer oriented and never-ending **research** for new products and applications
- compliance with **applicable laws** and anticipating change
- an **active involvement** in all the organizations implicated in the use of our raw materials and finished products
-

SNF is committed to a comprehensive and developing **policy of assuring the quality** of the products and services offered to its clients.

In accomplishing this aim, our policy will be one of providing the highest quality product, pre-sales and after-sales services necessary to meet the specified requirements and implied expectations of our clients. In carrying out work on client's behalf, the Company will proceed in a reasonable and safe manner and will take due account of relevant legislation and industrial standards.

The Directors and Senior Management are committed to the **continual improvement** of its operations through the systematic ongoing review of its internal operations and the feedback from its clients, suppliers and other interested parties.

Quality objectives resulting from these reviews will be established, at the time of the management review, and will be communicated to all members of staff.

Quality objectives will describe required improvements in those operations to which they are relate and the management review will establish the methods and measurement criteria against which improvement can be achieved and measured.

Quality objectives will be :

- to continue to improve customer satisfaction
- to continue to improve the level of product conformity

The Directors will provide the necessary working environment and resources to ensure that quality objectives can be achieved.

The Directors will ensure that this policy statement is implemented and maintained throughout the Company.



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