

UMS Quality Policy

We ensure the development, the sustainability and the profitability of our business through the following commitments to our customers, our partners and key stakeholders:



Constantly improving customer satisfaction

- Identifying their needs and providing solutions
- Implementing sustainable improvement processes
- Seeking feedback and acting upon it
- Delivering on our commitments



Partnering with our suppliers

- Having a fair and ethical selection process
- Specifying our key needs to ensure & improve quality
- Giving feedback on their performance
- Jointly providing innovative solutions



Protecting and developing our people

- Ensuring safe and motivating working conditions
- Developing the necessary skills and knowledge
- Providing open communication and seeking feedback
- Promoting leadership and collaboration



Creating value and protecting our Shareholders' interests

- Adopting strategies and ethics in line with their needs
- Safeguarding their interests through appropriate governance
- Providing regular, accurate and open information
- Further deploying our CSR programs

The management team and I fully support this policy.



Xavier Crosnier
President & CEO

