

# FMS Policy

Facil Management System  
Integrated Quality, Environment, and Safety System

1. **Safety** is the most important aspect, and everyone on our premises is obligated to follow and reinforce the defined rules.
2. We look to achieve, maintain, and exceed the **Satisfaction** of our **Customers, Shareholders, Regulators and Community** by understanding their specific needs.
3. We look to achieve **Operational Excellence** in all that we do, by designing lean and smart processes, so that we are able to achieve the desired output (*Effectiveness*), and that we can optimize the use of all needed resources (*Efficiency*).
4. We do care to preserve (**Document**), improve, and transfer (**Training**) our know-how to our team, so that their tasks can be performed in a **HAPPY**, effective and efficient way.
5. We **continuously monitor and improve** our processes by the systematic review of well-defined metrics (**KPIs**), that are aligned with our strategies and **Context**.
6. We understand and systematically monitor our significant **Environmental Aspects** .
7. When running **out of target or behind plan**, we strive to: a) find the real root cause, b) define actions aligned to the root cause, c) define an implementation plan and d) verify its effectiveness.
8. We run our business based on our **Values** (*HIPER Charter*) and following all applicable regulations, internal policies and guidelines related to our activities.

A handwritten signature in blue ink, appearing to read 'LUC DE MUNCK', written over the printed name.

LUC DE MUNCK

CEO

MARCH 2018