



## QUALITY POLICY AND MANAGEMENT COMMITMENT

ARS Métal, based in Besançon and Saint-Maximin, is a company with 50 employees specializing in metal slitting and sales. Thanks to its technical expertise and dedicated team, ARS supports customers in various industrial sectors by providing products that meet their technical and regulatory requirements, while respecting deadlines and offering competitive prices.

### **Customer satisfaction is at the heart of our priorities.**

To achieve this, ARS focuses on the following seven key areas :

- **Understanding customer needs:**  
We identify each customer's requirements, expectations, and constraints to provide the most suitable solutions.
- **Product and service quality:**  
We identify each customer's requirements, expectations, and constraints to provide the most suitable solutions.
- **Meeting deadlines:**  
We organize production and logistics to guarantee reliable and on-time deliveries.
- **Training and skills development:**  
We provide ongoing training to help our employees maintain and improve their skills.
- **Health and safety:**  
We ensure a safe workplace by identifying and managing risks. Preventing accidents and improving working conditions are key priorities.
- **Continuous improvement:**  
We analyze issues, customer feedback, and performance indicators to implement effective corrective and preventive actions.
- **Compliance with regulations:**  
We comply with all applicable legal and regulatory requirements related to quality, safety, and the environment.

Management sets clear quality objectives, regularly monitors results, and provides the necessary resources.

This policy supports continuous improvement, better performance, and long-term customer trust.

Everyone plays a role in this success, and all employees are encouraged to be actively involved.

The Management,  
Patrick TILLET & Christine TILLET  
12 January 2026

A large, stylized handwritten signature in black ink, overlapping the typed text of the management names and date.