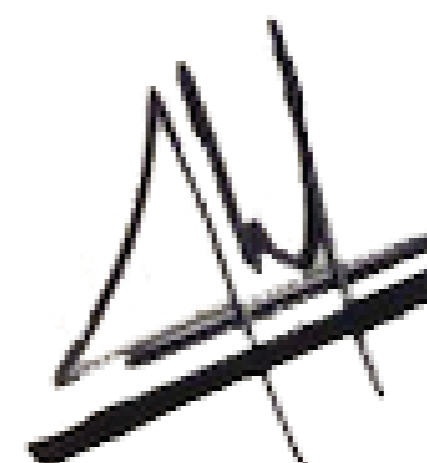


Conscious of the customer satisfaction importance and commitments respect, STI adopted a progress approach based on the following objectives:

- Customer guidance, advice and technical assistance in order to provide the most suitable product/solution.
- Legal and contractual deadlines respect
- Optimization of the handling time of customers' requests
- Ensuring availability of standard products.
- Keep a continuous technological watch and prospecting of the market in order to expand our products range accordingly.

To do this, top management enlists to:

- Provide all necessary resources to ensure continuous improvement of the Quality Management System.
- Appoint a Quality Management Representative in charge of setting up this approach to ensure its compliance with customer requirements, regulatory and legal compliance according to the above-mentioned objectives.
- Keep evaluating the whole organization system to remain adapted to the company objectives evolution.

A stylized, handwritten signature in black ink, consisting of several overlapping loops and lines.

La Direction.