

Quality Policy - Essentials 2023

Our 2022 achievements demonstrated our ability to work across Business Lines and across Entities in the best interest of our Customers, whilst maturing our global quality system and improving our common infrastructures.

I look personally into 2023 with a lot of confidence, even if the context will remain volatile and complex. The 2023 Essentials constitute therefore our collective guide, so that we all focus towards the same priorities, so that we manage effectively the uncertainties and so that all employees can relate as to how they add value into the company!

Because We, at Testia:

1. Care about our people:

- # by retaining our talents & attracting new talents
- # by implementing a Group Success Sharing
- # by establishing and deploying well-being metrics at work

2. Focus on customers:

- # by delivering over 90% on-time across Services and Products
- # by measuring and delivering to 70% customer satisfaction
- # by establishing Key Account Managers

3. Act with quality and integrity:

- # by preventing Quality escape through GLS (Go-Look-See)
- # by reducing number of quality events
- # by raising export control awareness and improving our compliance level

4. Strengthen our financial performance

- # by improving our treasury
- # by growing our profitability from Operations

5. Broaden our market perspective

- # by growing our revenues by & improving our product order intake
- # by increasing our brand penetration & diversifying outside aerospace
- # by extending our Engineering portfolio, in particular with SHM, Periodic Verification, Metrology

6. Prepare our future

- # by reducing our carbon footprint through 3 tangible initiatives
- # by deploying the NDT Cadet Academy
- # by establishing 'Testia Automation'
- # by keeping our product market competitive respecting our planned development milestones
- # by supporting the future of aviation and its decarbonation through participation into selected funded projects

As prime accountable, I personally commit to support each of our employees in contributing to satisfy our customers, our shareholder and our statutory and regulatory requirements. At Testia we also promote a risk-based management culture, embedding continuous improvement mindset across the Company.

David Rottembourg
Testia President

