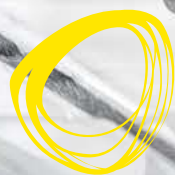


Quality Policy

2021-2023



orano



Editorial by Philippe Knoche

Chief Executive Officer of Orano

Nuclear safety, like health and security, is our top priority. Yet it is not possible to have safety without quality. Proficiency in the quality of our products, projects and services is a key success factor. We cannot tolerate any compromise with quality requirements if we want to be and remain a major actor in the nuclear industry. This is an obligation towards our customers, but also our fellow citizens and the safety authorities in all the countries we operate in.

We must therefore go on progressing in this area and this is why the members of the Executive Committee have signed Orano's Quality Policy to promote the commitments which will lead us to success, with reliance on the 5 quality pillars.

This means adopting a questioning attitude at all times, when dealing with unexpected occurrences and situations outside the normal operating mode. This is a strong commitment from the Executive Committee, but also the basis for the commitment which we expect from each employee.

I'm asking for this policy to be communicated and cascaded to all levels of the organisation, in France and internationally, and also for the consistency of the resulting actions in the master plans to be tracked at group level and for it to be discussed during your team meetings. This cascading and these interactions are based on principles of transparency and dialogue with internal and external stakeholders.

I'm counting on each one of you to make an effort to familiarise yourselves with this policy and apply it!

Within the framework of the group transformation, the objectives of this policy are:

- sustainably ensure the highest quality standard in our products, projects and services
- reinforce our Quality Culture, with reliance on our 5 quality pillars: customer satisfaction, competence and integrity, proficiency in the activity, traceability and continuous improvement



The vision of **Frédéric Bernasconi**

Quality Director

« Through our day-to-day actions and the fulfilment of our commitments towards our customers, authorities and suppliers, we all contribute towards the delivery of high-quality products and services. **Quality is everyone's business!** »

Quality Policy 2021-2023 of Orano

As a major actor in the nuclear industry, we undertake to provide our customers with products and services which support low-carbon, resource-efficient energy.

We aim to achieve the highest quality standards by relying upon competent, fully engaged teams. A culture of transparency and declaration of quality events is promoted at every level of our organisation. The application of the 5 quality pillars is our driver for achieving excellence.

In line with its values and its goal of achieving optimum industrial quality standards, **Orano undertakes to:**

- supply quality products and provide quality services
- reinforce the industrial quality culture
- ensure that our people have the right skills and knowledge
- comply with and maintain the standards
- improve the quality of our suppliers and service providers
- reduce non-conformity processing lead times
- make it easier to access information by digitizing our validation, surveillance and documentation processes
- be a learning company (learn from events)
- embed the Operational Excellence tools in our day-to-day business

ALL COMMITTED

As an Orano employee, I show integrity and exemplarity. I comply with the requirements by rigorously applying the standards and procedures. I adopt a questioning attitude and alert as soon as possible to deviations, abnormal situations, early weak signals or difficult-to-apply standards. I am committed to developing my skills and propose improvement actions contributing to group performance.

Achieve the best **industrial Quality Standards**






Our values

-  Safety and Security
-  Ethics, Transparency and dialogue
-  Customer satisfaction
-  Respect and develop people
-  Continuous improvement
-  Cohesion and team spirit

Strategic focus areas

-  **Customer growth**
-  **Skills**
-  **Community**
-  **Climate**
-  **Cash**

Quality Pillars

Customer satisfaction	
Competence and integrity	
Proficiency in the activity	
Traceability	
Continuous improvement	

Quality Commitments

- Supply quality products and provide quality services
- Reinforce the industrial quality culture
- Ensure that our people have the right skills and knowledge
- Comply with and maintain the standards
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- Embed the Operational Excellence tools in our day-to-day business

2023 markers

- Decrease in the number of customer complaints compared to the previous year
- 100% of employees trained to foster Quality Culture and to fight Quality Fraud
- 100% of career paths and skills defined for all business areas
- Decrease of deviations from the rules and standards
- 100% of supplier and service provider qualifications completed according to the new standards
- 85% OTD for quality event processing times
- 50% of validations completed electronically
- No major quality event due to a loss of traceability
- 100% of root cause analyses completed for each major quality event

Orano transforms nuclear materials so that they can be used to support the development of society, first and foremost in the field of energy.

The group offers products and services with high added value throughout the entire nuclear fuel cycle, from raw materials to waste treatment. Its activities, from mining to dismantling, as well as in conversion, enrichment, recycling, logistics and engineering, contribute to the production of low carbon electricity.

Orano and its 16,000 employees bring to bear their expertise and their mastery of cutting-edge technology, as well as their permanent search for innovation and unwavering dedication to safety, to serve their customers in France and abroad.

Orano, giving nuclear energy its full value.

www.orano.group

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Energy is our futur, don't waste it!

