



## POLICY OF THE COMPANY

HEULIEZ BUS pursues the ambition to be a must manufacturer in the business of passenger transport and to constitute an indispensable and additional industrial tool to the Iveco Group.

Each employee of our company must have this challenge in mind and must rally the four main themes of our policy:

### TO ASSURE THE CUSTOMER SATISFACTION

By listening carefully the requests of the operators and people representatives in charge of transport.

With the development of innovative solutions and being a force of offers.

Then the supply of high quality Services and Products at the best cost.

### TO OPTIMIZE OUR ORGANIZATION

With the mobilization of everybody to daily carry out a top quality work.

With the continuous improvement of our working methods and interdepartmental communication.

Then the profitability necessary to perpetuate the company.

### TO CONTROL THE IMPACTS OF OUR ACTIVITIES ON THE ENVIRONMENT

By reducing the waste products and rejections.

By improving the re-use possibility of waste products and the recyclability of our products.

And by saving energy.

### TO ENSURE THE SAFETY OF THE EMPLOYEES

By involving and training the employees in fields of health and safety.

With the elimination of risky conditions for potential incidents or accidents.

By preventing body injuries, symptoms, accidents and industrial diseases.

Then the development of a Safety Management System complying with the regulations and other requirements

I ask each one of you to respect this Policy and commit myself to apply it for the success of the Company.

Thierry PINEL  
Deputy Managing Director

<b>Our values:</b>	<b><i>Creativity,</i></b>	<b><i>Flexibility,</i></b>	<b><i>Quality,</i></b>	<b><i>Participation,</i></b>	<b><i>Discretion</i></b>
<b>Our tools</b>		ISO 9001 since 2000	ISO 14001 Since 2008	WCM Started in 10/09	OHSAS 18001 For 2010