

ID bio assures a high position on the biotechnology market, as manufacturer of custom-made ingredients for *in vitro* diagnostic and cosmetics. **The entire satisfaction of the customer constitutes the key objective of the company**, through the reliability and traceability of the products.

With a view to understanding and anticipating clients' needs, to ensuring employees safety, to respecting environment and to answering regulatory requirements, the company strives to renew permanently its strategy.

In order to be consistent with the continuous commitment on satisfaction, ID bio focuses its efforts on :

- Investments in new technologies,
- Maintaining and developing of employees skills
- Constant process of quality, safety and environment respect
- Respect of regulation and other environmental requirements
- Control and prevention of contamination

Our uppermost wishes are:

- Reduce our impact on water
- Strengthen the wastes control
- Optimize the chemical products control
- Raising awareness of employees towards environment

Management reviews are planned every 6 months so as to verify adequacy of objectives and actions carried out to Quality Safety Environment Policy.

The Quality Safety Environment Manager represents the company for internal and external partners and runs the whole process. During the management reviews, the QSE Manager has to give us an account of the progress.

Because of this, I personally commit myself to ensure resources availability, to satisfy regulatory, legal and internal and clients' requirements as well as to improve continuously the QSE Management System.

To reach those objectives, this voluntary approach of the Direction has to be supported by **all the employees** in order to guarantee an efficient Quality Safety Environment Policy.

Thus, we always keep in mind the company motto :

*L'excellence
n'est jamais
de trop!*

Date : 07/10/2010
General Manager,
Jean Pierre PICOT