



PCB Chimie SAS

Quality Policy

PCB Chimie SAS is a company specialised in the distribution of chemical products. Composed of fewer than 5 people, our SME places quality at the heart of its priorities to ensure customer satisfaction while guaranteeing compliance with applicable regulations. Our goal is to maintain a high level of service and to continuously improve our practices.

Management Commitment

The management is committed to promoting a culture of quality at every level of the company. We commit to:

- Understand and meet our customers' needs.
- Ensure continuous improvement of our processes.
- Maintain a relationship of trust with our suppliers and service providers.
- Guarantee the regulatory compliance of the distributed products.
- Ensure the safety of products handled and distributed.
- Steer our Quality / CSR management system in a way that is proportionate to the company's size and sustainable in daily operations.

Quality Objectives

Our quality objectives are measured through the KPIs of the management system:

- Customer Satisfaction: maintain a high satisfaction rate by ensuring accurate and on-time deliveries.
- Regulatory Compliance: meet 100% of legal obligations related to the distribution of chemical products, including REACH, CLP and ADR (KPI-01 and KPI-02).
- Continuous Improvement: systematically analyse customer feedback and incidents to identify improvement opportunities (KPI-05 and KPI-08).
- Responsiveness: ensure a response time to customer requests of less than 48 hours (KPI-06).
- Steering: maintain a regular rhythm of coordination meetings and an annual management review (KPI-07).

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Principles of Quality Management

- Supplier Selection Process: our suppliers are chosen according to strict criteria of quality, regulatory compliance and CSR engagement, in line with PROC-01 and our Responsible Purchasing Policy (POL-04).
- Product Quality Control: we ensure that each product received complies with technical data sheets and safety standards before distribution — annual SDS verification and CoA check upon receipt (PROC-02).
- Risk Management: we regularly identify and assess risks related to the distribution of chemical products, particularly in terms of safety and environmental impact (PROC-08, annual risks & opportunities review).
- Non-Conformity Control: every complaint or incident is recorded, analysed and addressed with corrective actions according to PROC-05.
- Change Management: every notable change is subject to a structured impact analysis according to PROC-09 (Management of Change Responsible Care®).

Operational Framework — Quality / CSR Management System

This policy is operationally translated through PCB Chimie's Quality / CSR documentary system: the User Manual MAN-01, the Process Mapping MAN-03, the Pilot MAN-02, the 9 operational procedures (PROC-01 to PROC-09), the 7 forms (FORM-01 to FORM-05 and FORM-07), the 4 policies (POL-01 to POL-04), and the records / evidence centralised under the SharePoint folder "Organisation SMQ-RSE de PCB Chimie".

Continuous Improvement

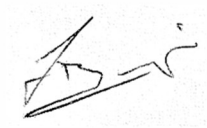
We strive to improve our practices daily by learning from feedback, identified non-conformities and the annual evaluations of suppliers and service providers. The small size of our structure allows us to react quickly to changes and adapt our processes accordingly.

Responsibilities

- Each member of PCB Chimie SAS is responsible for the implementation of this quality policy.
- We ensure that everyone involved in our activity is trained on quality, safety and environmental requirements.
- Our suppliers and service providers are stakeholders of the system and of its continuous improvement.

Quality is a fundamental element of the success of our small business. As a distributor of chemical products, we are committed to honoring our undertakings towards our customers, suppliers and regulatory authorities. Our goal is to build a lasting relationship of trust while maintaining sustainable and responsible practices.

Date : Le 20 Mai 2026



Signé : Jean-Eric BOURGEOIS
Poste : Président PCB Chimie SAS

Version	Date	Auteur	Nature de la modification
v1	30/07/2024	JEB	Création initiale (signée).
v2	20/05/2026	JEB	Mise à jour : intégration du système de management formalisé (9 procédures, 7 formulaires, 4 politiques) et alignement KPI.