QUALITY MANAGEMENT SYSTEM

QUALITY POLICY

REFERENCE	VERSION	DATE
FM1.01	09	12/10/2026

RESPECT • ETHICS • SHARING • EXCELLENCE

SINCE **1994**

Our mission — SINAL puts its know-how at the service of scientific research, technological development and eye health, and places quality at the heart of its governance and strategy.

One policy, one shared vision: making quality our signature.

Our QMS covers both of our activities and the management and support processes needed to control them:

SCIENTIFIC

- Scientific and educational engineering projects
- Technology transfer, installation, training and technical service

OPTICS

- Manufacture and distribution of custom-made ophthalmic lenses
- Sale of stock lenses, frames, contact lenses and lens-care products.

As **Chairman of the Board of Partners**, I place **customer focus** at the heart of our quality policy, and I commit to **meeting applicable requirements**, **ensuring the conformity of our products and services**, **continually improving** our quality management system and to providing the necessary resources, in a spirit of participative management and internal communication, around **five strategic axes**.

ISO 9001
Certified since 2008

OUR 5 STRATEGIC AXES

AXIS 1 — Interested parties' satisfaction

Satisfy and retain our customers, involve our staff, meet the authorities' requirements:

- On-time deliveries and payments
- Engineering without reservations, conforming lenses
- Responsive and available technical service
- Complaints handled, followed up and traced
- Staff listened to and involved
- Legal and regulatory compliance ensured.

AXIS 2 — Anticipating risks and opportunities

Anticipate our constraints, manage our risks, seize our opportunities:

- Imports and supplies planned ahead
- Regulatory authorisations anticipated
- Climate and energy built into our choices
- Supplier risks and lead times under control
- New markets, leading partners.

AXIS 3 — Rationalising expenses and costs

Optimise our resources through rigorous cost management:

- Budgets monitored, expenses rationalised
- Reduced costs of poor quality
- Suppliers evaluated and monitored
- Negotiated purchasing, optimised stock.

AXIS 4 — Digitalisation and ERP-based management

Make our information systems a lever for control and decision-making:

- Integrated ERP, from purchasing to sales
- Traceability of operations ensured
- Management dashboards
- Electronic document management and reliable data
- Cybersecurity and data protection.

AXIS 5 — Competence, quality culture & QMS

Manage our competences and resources, bring our values and our QMS to life:

- Continuous skills development
- Know-how captured and passed on
- Preparing for the new version of ISO 9001.

Our approach — This policy frames our quality objectives, set for each activity and monitored through indicators; internal audits and customer feedback verify how we operate. Each year, the management review analyses the results, decides on improvements and confirms that the policy remains relevant. It is communicated, understood and applied by all, and made available to relevant interested parties. **Every employee plays a part in quality.**

Oran, 12/10/2026

Chairman of the Board of Partners

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