

QHSE Policy

Quality
Health
Safety
Environment





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Quality, Health, Safety and Environment Policy: a model based on a responsible and sustainable approach

Every day, more than 800 men and women represent Fortil before our clients, prospects, candidates, employees and others. We're doing everything we can to ensure that this shared experience reflects the values and mission of the Fortil brand. It is through our dedication to quality — established since the group's very beginning, more than ten years ago — that we meticulously, and with great determination, construct our global performance approach. Above all, this is our corporate promise: an obsession that dictates the everyday work of all our employees and which is reflected in all the projects we carry out, no matter their level of complexity. Fortil strives for operational excellency in order to ensure that the impact of our teams' work benefits our clients, all our partners and the regions in which we operate. Our model is based on a responsible approach to societal issues, understanding quality as an indispensable condition of any sustainable approach.



Client satisfaction



Employee satisfaction



Meeting deadlines



Quality of the work provided

Our commitments

Our commitments reflect our vision and can be witnessed in our employees' and clients' high levels of satisfaction, obtained through our work to improve the quality of our precise understanding of the issues at stake on a daily basis. Our locations in Europe (France, Switzerland, Germany and the United Kingdom) and our global activities (Africa and the Middle East) allow us to ensure real responsiveness and efficiency for all our various contacts. The initial results of this deployment reflect our ability to evolve our group in order to respond to the needs of large projects initiated by international primary contractors.

Our philosophy of exchange and sharing allows us to build enriching and long-lasting relationships in order to get the best out of all our various collaborations, always as part of a process of continual progress.

Our cultural approach to performance is naturally translated in each of our actions, manifesting in the high standards required from engineers in our recruitment, the personality and values of our teams and the success of our achievements in terms of creating value for our clients.

To consolidate our continuous-improvement approach to performance in terms of Quality, Health, Safety and the Environment, we invest heavily in the ISO 9001, ISO 27001, MASE & CEFRI standards, as they constitute a major lever for the company's development and the well-being of all by offering methodological reference points that guarantee an approach that is both effective and sustainable. Each year, we measure this favourable impact through our schemes.



We commit to implementing the necessary means, to spare no effort in complying, to respect the applicable requirements and to make this commitment to continuous improvement a long-term goal.



Quality policy

The continuous improvement of the quality of our services and the professional and personal development of all our employees is clear to see within our ecosystem. Conscious of the need to manage our services in order to continue offering greater added value to clients, we have adopted a certified quality-management system, based on the ISO 9001 v 2015 standard.

Our 5 quality-commitment focuses

- Promoting the appropriation of the FORTIL corporate culture,
- Improving the quality of recruitments,
- Improving the quality of our actions,
- Promoting and improving our employees' active listening for professional and personal development ,
- Promoting and improving client feedback for measurable and sustainable satisfaction.

These commitments permeate all of the group's departments to guarantee high levels of quality in all stages of our processes. The participation of Specialist Technical Departments in each phase of the project lifecycle is intended to ensure compliance with the contractual requirements defined with our clients. Working hand in hand with Quality, they carry out audits to guarantee the conformity of the defined processes, optimise organisation and assess requirements, deadlines, costs and profitability.



Safety & Environment policy

From 2011, and ever since without interruption, we have been measuring our performance via the MASE certification. Because safety, health and the environment are key issues in the industrial world, we are committed to implementing a safety-management system and thereby offering greater protection to all our employees. Taking into consideration the issues at stake in our actions and the value of our employees, we are working on the following areas as a matter of vital importance :

- The control of risks related to our actions within our premises or on site,
- The improvement of our processes and communication via a universal language,
- Monitoring through safety visits to work sites to anticipate risks,
- The improvement of our employees' active listening and integration for greater development,
- Raising awareness in our teams with regard to health, safety and the environment.

This approach allows us to integrate the following issues within our projects, in partnership with our clients and in accordance with their requirements: eco design, waste management, recycling of materials and environmental impact. FORTIL contributes to a sustainable approach to professional issues in putting its technical know-how at the service of the environment.



Radiation- protection policy

Our commitment to the prevention of radiological risks in accordance with CEFRI standards was certified in 2020, in order to improve the safety of our employees acting in the nuclear industry. We pay particular attention to regulations regarding radiation protection, and as such we monitor and limit our employees' exposure to ionising radiation through the following actions :

- Establishing a correlation between this policy and our general approach to the prevention of occupational risks;
- Monitoring compliance with current regulations with regard to radiation protection;
- Communicating, documenting, implementing and maintaining this policy;
- Periodically revising the policy to ensure its continuing relevance;
- Training and raising awareness among our teams;
- Defining and implementing prevention measures.

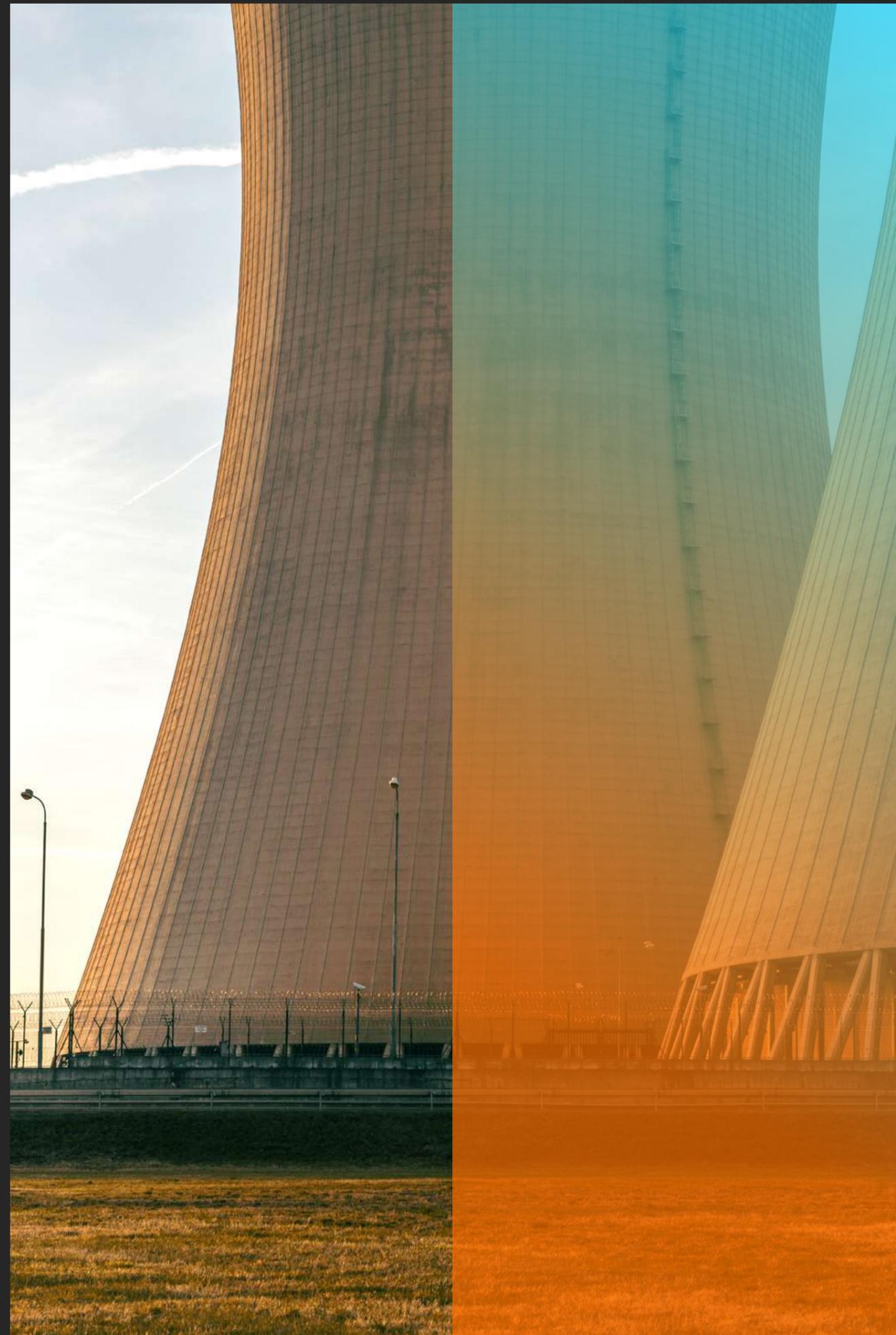
Information- security policy

Aware of the challenges posed by our actions and the value of the data handled, both internally and by our clients for the continuity of our respective activities, FORTIL is committed to a process that ensures the continuous improvement of its Information-Security Policy based on compliance with the ISO 27001 standard and other applicable reference points and guides.

The analysis of our risk map allows us to apply a processing policy adapted to our aims and to define guidelines allowing us to duly train and raise awareness among our employees with regard to good practices, as well as integrating "security by design" in all our new projects.

Our actions focus on the continuous improvement of the following areas :

- Availability of information: accessible on demand by authorised actors,
- Integrity of information: ensuring the full integrity of information in accordance with requirements,
- Confidentiality of information: limiting disclosure and use to only those actors authorised in accordance with requirements,
- Raising awareness: in order to minimise risks.

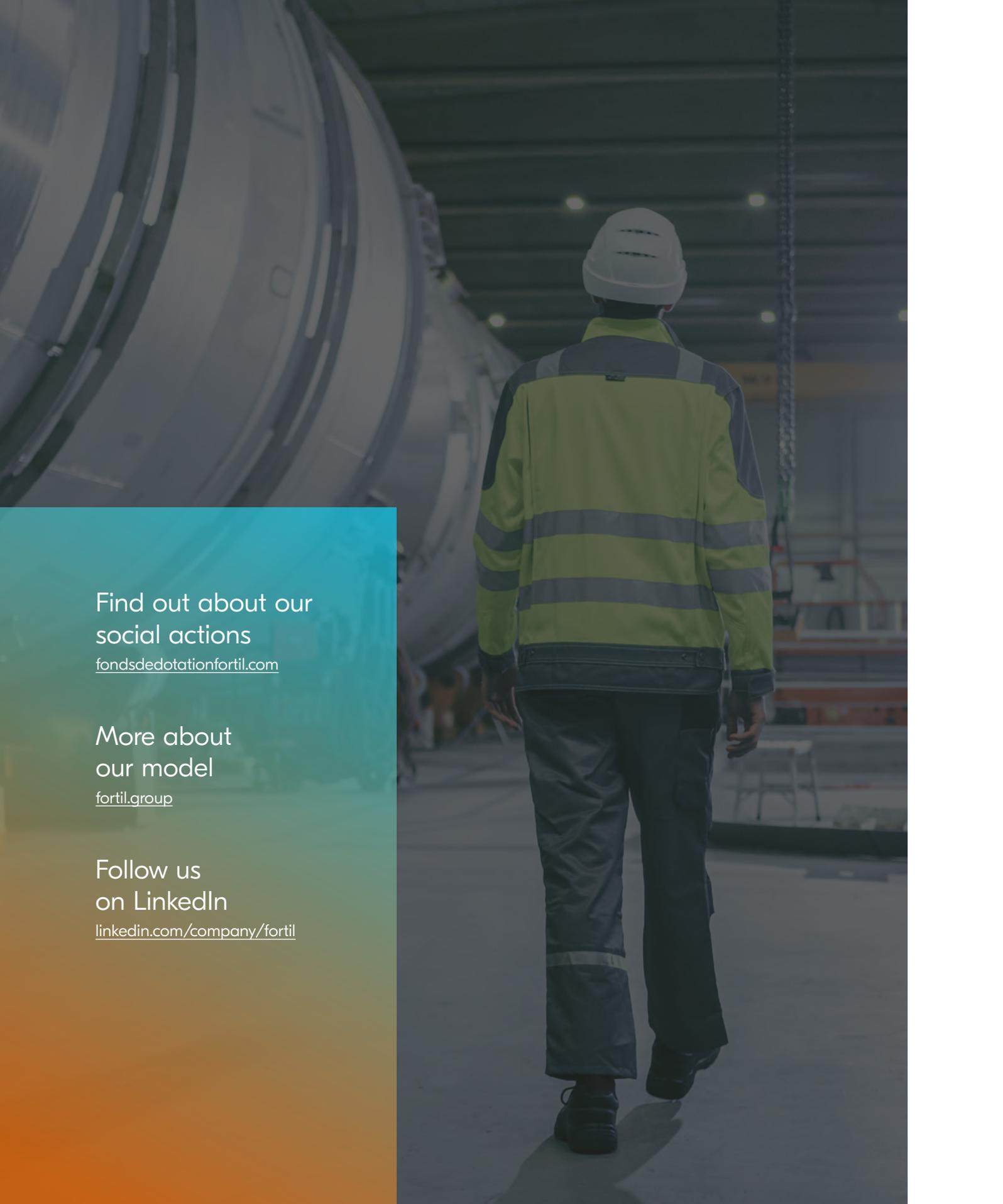




Confidential Defence clearance

We demand high standards in all our actions, which has gained us the trust of importance actors in the defence sector. For several years now, Fortil has held Confidential Defence Clearance. This commits us unconditionally to the strictest compliance with security regulations for the industrial and technological projects that we process on a daily basis, as part of the various activities we carry out for our clients.

This clearance allows us to benefit from a real culture of protecting industrial secrecy, compliance with the commitment to confidentiality and the guarantee of protection for our clients' intellectual property. This is reflected in the professional know-how immediately perceived by our contacts in this sector, and more broadly in the high-tech, nuclear and medical industries.



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our model

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