

Bayard is a major player in the water cycle by offering solutions for drinking water and wastewater networks, and also for irrigation and fire protection. As such, we are committed to complying with applicable regulations and other requirements. In addition, it is our responsibility to offer products that are beyond reproach in terms of reliability, safety and environmental protection.

Customers satisfaction, continuous search for Excellence will keep Bayard attractive, a market leader, profitable for its shareholders and sustainable for its staff.

Building on our human potential and values, we strive to continuously improve our Quality, Security, Environment processes through:

CUSTOMER SATISFACTION AT THE HEART OF OUR VALUES		
<p>COMMUNICATION</p> <ul style="list-style-type: none"> • Listening to our customers and other stakeholders, • Getting all our employees to join the company's projects, • Promoting our products and their performances to our customers, • Communicate regularly in a transparent manner with our customers, employees and other relevant stakeholders, • Fostering team building, a sense of belonging, multidisciplinary work groups and feedback sharing, • Welcoming and integrating newcomers, proceeding to return to work interviews and individual annual interviews, • Monitoring evolution of normative requirements and their application 	<p>SKILLS</p> <ul style="list-style-type: none"> • Building our future by developing our know-how, • Developing people's skills and professional fulfilment through appropriate training, • Inform and train our customers to handle our products safely, • Strengthen our safety, environment and sustainable development culture based on our training / awareness policy. • Capitalize through our experiences to develop our products and processes. 	<p>COMPETITIVENESS</p> <ul style="list-style-type: none"> • Offering innovative products and quality services, including continuous improvement of our organization, • Seek customer satisfaction by developing high-performance, sustainable, affordable and accessible solutions for communities, • Provide a quality of service that meets the expectations of our customers, • Improve our productivity while strengthening our employees protection and improving their working conditions, • Prevent all pollution, • Increase the energy performance of our production site and optimize our environmental footprint (energy, waste, transport, etc.).

Through the commitment of all, we will achieve our goals.

As company executives, we are committed to promoting and implementing this policy. We also ask management, Staff Representative Bodies and all employees to get involved in this continuous improvement process, while respecting our values. The entire board of directors is committed to implementing the actions and means necessary to meet these targets.

Targets will regularly be reviewed to ensure that our approach remains relevant, appropriate and effective.

A Meyzieu, le 08 Mars 2021

David Chambon, Director of Industrial Operations,

Marie Rives, Director of Human Resources,

Renaud Dumoulin, Sales and Marketing Manager,

Edouard Sollier, Financial director,