

Quality Policy

The core business of DRT and its subsidiaries is the chemistry of pine plant-based products. Natural raw materials are transformed by our teams to be used by industries whose sectors of activity are very diversified. Our customers are international, with increasing demands in quality, service and price.

It is our duty to guarantee our customers total **satisfaction** when supplying our **products** and **associated services**.

Quality is a culture that we are committed to developing through the LIKE 2021 project. The essential components are:

- A complete orientation of DRT employees towards customer satisfaction (internal and external),
- Improvement of DRT's image with our customers: products, services and pro-activity,
- Improvement of process control and evolution,
- Better knowledge of our products,
- Affirmation of the ethics and professionalism of DRT employees.

The LIKE 2021 project contributes to:

- Supporting the growth of DRT and its subsidiaries,
- To develop the DRT staff and company,
- Professionalism and structure,
- Make the increase in customer and regulatory requirements an opportunity to differentiate DRT from competitors,
- Improve the company's results through better customer satisfaction.,

In addition, DRT is actively pursuing its development in markets requiring food industry standards (chewing gum, beverages, health and beauty). Consequently, controlling the safety of food ingredients is one of the areas that we must support in order to ensure consumer safety.

We are committed to meeting the legal and regulatory requirements of our customers, as well as ensuring good manufacturing practices for all our products.

I, alongside all the employees of DRT and its subsidiaries, am committed to the development of this policy, for the success of the company, its stakeholders, and the satisfaction of its customers.



Laurent LABATUT
Chief Executive Officer
6th April 2018.