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Tiama is one of the world leaders in quality control solutions and in control of the production process for the hollow glass industry.

In order to improve our organization, become more efficient and meet the requirements of its stakeholders, Tiama has chosen to voluntarily commit to an ISO 9001 and CSR approach.

The solutions developed by Tiama evolve around five areas of expertise:

- Cold end inspection,
- The inspection and monitoring of the hot end process,
- Traceability,
- The collection of data, the visualization of data and the analysis of these data, and the implementation of a digital platform
- Customer services (maintenance, training ...)

The company prepares for the future and in this perspective aims to transform its investment business model towards a recurring revenue model.

To support this development strategy, the following 4 areas of improvement have been settled

#### **Develop human capital and diversity:**



- Placing group collaboration at the center of discussions
- Promoting skills development and facilitating internal mobility
- Developing intrapreneurship and encouraging decision making

#### **Increase the company's performance:**



- Mastering the risks and seizing new opportunities.
- Structuring and applying our internal processes
- Developing network efficiency and agility.
- Promoting continuous improvement to our staff

#### **Guarantee/secure customer satisfaction:**



- Prioritizing any activity for which a customer is waiting
- Being at the heart of our client's occupation and ensure a field support.
- Anticipating implicit customer's needs.

#### **Contribute to global social and environmental issues:**



- Building sustainable partnerships, consistent with our ethical, social, and environmental values.
- Reduce our environmental footprint
- Contribute to the sustainable development goals

As this policy relies on each of your employees, we commit ourselves and ask everyone to be fully involved in this real corporate strategy, to contribute to the success of Tiama and implement this policy in an efficient and sustainable way.

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