



Quality policy

LISTENING, COMMITMENT, RESULTS

Recognizing the competitive nature of the current environment, FTHM Consulting and EQUATION are committed to a proactive policy of continuous improvement in the quality of their services.

We, Thierry Rajaona, Xavier Michel, Marc-Henri Bouger, and Fidelis Randrianirina, as directors of FTHM Consulting and EQUATION, consider ourselves responsible for this quality policy. We do everything in our power to ensure that client and stakeholder satisfaction is at the heart of our firms' projects and primary concerns. Continuously improving our services is one of our firms' primary objectives.

Our goal is to establish FTHM Consulting and EQUATION as leading firms in consulting, human resources management, and outsourcing services in Madagascar and Africa. More specifically, we aim to:

- Ensure the total satisfaction of our clients and stakeholders by providing a "quality service": consistently exceeding their expectations by anticipating and understanding their needs and requirements.
- Support and develop all our staff to improve collective performance by mobilizing their skills and talents and fostering teamwork.
- Develop our business and financial profitability.

Our concept of quality can be summed up in three words: **Listening, Commitment, and Results.**

We obtained ISO 9001:2000 certification in July 2007. We were the first and only certified consulting firm in the Indian Ocean region.

We have defined and communicated key quality objectives to ensure the control and efficiency of our processes. Our management team is committed to allocating the necessary human, material, and organizational resources to achieve these objectives. We analyze, define, implement, and correct these objectives where necessary.

We know we can count on the skills, experience, and motivation of our staff to maintain excellence in our work. The commitment of our entire staff to this certification is an invaluable asset in ensuring the quality of our services and improving the performance and reputation of our firm.

Antananarivo, January 20, 2026

Thierry RAJAONA



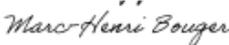
Associé Gérant

Xavier MICHEL



**Managing
Director**

Marc-Henri BOUGER



Associé

Fidelis RANDRIANIRINA



Associé

*Quality is never an accident. It is the result of
Planning, Teamwork and a Commitment to
excellence.*