



PROTECFINA

SAFETY AND PERFORMANCE

SERVICES & GUARANTEES



Quality commitment

PROTECFINA, a division of THERMOFINA (www.thermofina.fr) is committed to offering you regularly controlled and certified quality:

- **Organisational safety**, certified on the basis of ISO 9001 (and ISO 13485 for Medical Devices)
- **Regulatory safety**, validated by CE marking according to Regulation (EU) 2016/425 on personal protective equipment and European standards (93/42/EEC for Medical Devices)
- **Technical safety**, guaranteed by compliance with the technical standards that define the products' technical characteristics and performance:
 - EN 374-1/A1: Protective gloves against dangerous chemicals and micro-organisms
Part 1: Terminology and performance requirements for chemical risks
 - EN 374-2: Protective gloves against dangerous chemicals and micro-organisms
Part 2: Determination of resistance to penetration
 - EN 16523-1: Determination of material resistance to permeation by chemicals – Part 1: Permeation by liquid chemicals under conditions of continuous contact
 - EN 374-4: Protective gloves against dangerous chemicals and micro-organisms
Part 4: Determination of resistance to degradation by chemicals
 - EN 374-5: Protective gloves against dangerous chemicals and micro-organisms
Part 5: Terminology and performance requirements for micro-organism risks
 - EN 420: Protective gloves – General requirements and test methods
 - Regulation (EC) 1935/2004 on materials and articles intended to come into contact with food.

Information and times

All PROTECFINA deliveries are made **in 24/48 hours throughout France for any order received before 2 p.m.**

We are open without interruption from 8:30 a.m. to 5:30 p.m. over the full 12 months of the year.

In the exceptional event that it is impossible to deliver within the given timeframe, PROTECFINA will contact your establishment immediately to propose a solution.

Traceability

In the framework of our Quality Management System, we have adopted specific procedures to formalise the system set in place to ensure the identification and traceability of the products distributed by PROTECFINA, from receipt to delivery to the customer.

In accordance with regulations, these internal procedures are at the disposal of our Notified Body and of the competent authorities.

Advice and assistance

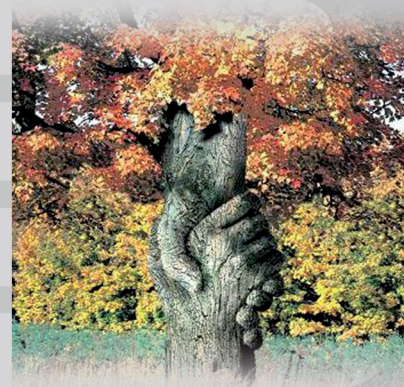
Concerning assistance, advice and the training of prescribers or users, PROTECFINA keeps technical reports at your disposal which will allow you to find out in detail about our product range, composition and manufacturing processes, technical specifications and applicable standards as well as the analysis reports (e.g. food compatibility, protein content, compatibility with hydro-alcoholic solutions, impermeability to disinfectants...).

Our Sales Department is at your disposal and ready to listen to any specific requests or to organise a meeting in your premises at your request.



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CUSTOMER BENEFITS

INSTITUTIONAL INFORMATION

Characteristics	Qualities	Benefits
Thermofina Division created in 1965 - nearly 50 years' ago	Professional experience Credibility, reliability, continuity	You are secure in the knowledge that you are working with a reliable and solid business
Legal manufacturer	Compliance with specifications Cost control Technical skills Drastic quality control process	You are kept informed in real time and with clarity (manufacturing processes, technical reports, etc.) You have stable, guaranteed value for money, you have products adapted to your requests and to your needs
SME	Flexibility, rapidity Personalised response In-depth knowledge of the customers	You have a special contact, personal follow-up and rapid answers to your questions
100% French capital	Independence, economic control	You are guaranteed a constant organisation and service, a long-term solution and a clear and continuous strategy

QUALITY INFORMATION

Characteristics	Qualities	Benefits
Thermofina Division with triple certification: ISO 9001 + ISO 13485 + CE by an independent, globally reputed organism	Organisational, regulatory and technical safety	This is the guarantee that you will always have products that are compliant, safe and accompanied by a structured and efficient service
Specialisation of the product range	Expert understanding of products and materials Precise knowledge of standards	You are supplied with products that have been tested, with which we are intimately familiar and that have been manufactured according to our requirements
Member of the European Committee for Standardisation (CEN)	Regulatory monitoring and advice	For you, this is the benefit of having products that not only comply with today's standards, but which are ready for tomorrow's standards

INFORMATIONS SERVICES

Characteristics	Qualities	Benefits
Orders registered by 2 p.m. dispatched the same day	Rapid deliveries Customer schedule respected	You can count on us for delivery within 24/48 hours, allowing for flexibility in the management of your stocks and cash flow thanks to a reduced buffer stock.
Availability: 8:30 a.m. to 5:30 p.m. 12 months per year without interruption	Immediate services Rapid deliveries Customer centricity	You have permanent products and information, personal follow-up and our non-stop attention
Stocks and storage areas	Extensive storage areas Product availability	The products you order are always available thanks to our high stock levels
Integrated logistics and information systems	Rapid deliveries, minimal error risk, safe product storage	Tight management of order preparation which is carried out internally with optimal traceability and product conservation
Computer network	Reactivity, information in real time, time saving. Rapid order processing	All your orders are processed reliably and in real time because the system shares the same information collectively within the company