

Artelia is well aware of the importance of providing quality services and has implemented a quality management system able to meet the expectations of our customers as an integral part of a continuous improvements policy aiming to boost customer satisfaction.

On this basis, Artelia's central management, and the Business Unit Directors included in the former team, primarily commit to:

- **Guaranteeing customer satisfaction**, by meeting their requirements, ensuring their needs are covered and considering the impact of climate change.
- **Applying a continuous improvements policy** in order to optimise our performance and meet the expectations of our customers worldwide;
- **Preventing non-conformances**, by taking the necessary action to limit any mishaps, defects or malfunctions;
- **Involving all members of personnel** in the quality policy to ensure that all parties effectively adopt and implement the quality management system;
- **Strong leadership**, as required to roll out and monitor our quality requirements throughout the Group;
- **Maintaining a suitable environment** to promote the Group's performance, and the effective development of our customers' projects
- **Guaranteeing** satisfactory working conditions incorporating climate hazards
- **Ensuring the long-term positive impact** of our Group based on strong partnerships with our customers, supporting their projects throughout their life cycles;
- **Expanding on our expertise** by adding the skills required to meet current needs and plan ahead for the future requirements of our customers. Sharing our knowledge via a specific Knowledge & Innovation committee;

Thanks to our commitment to deploying an integrated management system and our Nuclear Safety policies, we take decisions to ensure that nuclear safety is never compromised by other priorities.

### SIGNATORIES

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