

# QUALITY POLICY

**Tractebel** – a leading global player in energy, water and infrastructure engineering – undertakes to establish longterm partnerships with our customers, providing technical expertise and know-how that allows them to meet their objectives of competitiveness, reliability, sustainability and safety during the full project cycle.

To achieve this ambitious goal, **we focus on excellence in the services we provide**, based on our decades of experience and international expertise, and on deploying – at **Tractebel headquarters** and in **all of our subsidiaries** – a quality policy based on the following four priority areas:

**1. Partnership with our customers**

- by actively listening to and understanding the needs of our external and internal customers
- by ensuring an optimal professional response that incorporates compliance with international standards, ethical values and sustainable development

**2. Quality of our services**

- by acquiring, maintaining and transmitting our expertise
- by developing technical and managerial competences and standards
- by leveraging the talent and motivation of all our collaborators

**3. Efficiency of our services**

- by providing and optimising the necessary resources and tools in line with contractual obligations and the agreed schedule and budget
- by enhancing collaboration within the company

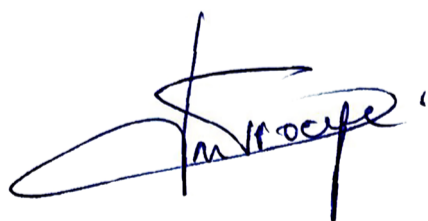
**4. Creativity of our solutions**

- by constantly seeking to improve and innovate

Accordingly, **Tractebel's management** is applying a **culture of quality management** across our full range of activities. Worldwide we apply this culture with professionalism, in all of our core and support processes and in all our relationships with clients, suppliers and subcontractors.

This approach, firmly rooted in our quality management system, complies with ISO 9001.

**This Quality Policy applies to all Tractebel subsidiaries and entities with a view to complying with our global objective of: “Achieving excellence in all our activities by continuously measuring and improving our performance”.**



**Philippe VAN TROEYE**  
Chief Executive Officer