

# QUALITY POLICY

**Tractebel** - a leading global player in energy, water and infrastructure engineering - undertakes to establish longterm partnerships with our customers & stakeholders, providing technical expertise and know-how that allows them to meet their objectives in relation to market requirements, competitiveness, reliability and sustainability.

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 a quality policy based on the following four priority areas:

**1. Partnership with our stakeholders**

- by listening to and understanding the needs of our external and internal stakeholders
- by ensuring compliance with statutory & regulatory requirements throughout our activities

**2. Quality of our services**

- by acquiring, maintaining, improving and transmitting our expertise
- by leveraging the talent of our collaborators and subcontractors

**3. Efficiency of our services**

- by providing and enhancing collaboration, and optimising the necessary resources and tools in line with contractual obligations

**4. Sustainability of our solutions**

- by continuously seeking for sustainable solutions in cooperation with all stakeholders

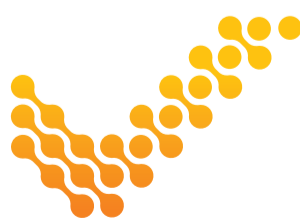
**Tractebel** communicates these commitments to all of its employees, subcontractors and other relevant Stakeholders while encouraging each one of them to act on these undertakings. Management supports the current quality policy by ensuring that the resources needed for its correct implementation are in place.

To realize our policy and continually improve our overall quality performance, **Tractebel** has implemented an IMS (Integrated Management System) in accordance with ISO 9001 and/or other product specific similar certifications.

**This Quality Policy applies to all Tractebel subsidiaries and entities with a view to complying with our global objective of: “Achieving operational excellence by continuously monitoring and measuring stakeholder expectations, while considering them to improve our performance”.**



**Anne HARVENGT**  
Chief Executive Officer



STAND **UP**  
FOR **QUALITY**

STAND **OUT**  
FOR **EXCELLENCE**