

Quality Statement



**BUREAU
VERITAS**

At Bureau Veritas, we all strive for continuous improvement of our quality management process. We believe that our programs, supported by our Business Model and our Code of Ethics, will ensure the continual delivery of high quality products and services to our clients.

Our quality management system will in turn add value for our clients through the services offered and delivered.

In addition, our quality management system gives the company and its clients the confidence that the provision of services and products will be delivered consistently to predetermined high standards.

OUR PRINCIPLES

- Customer requirements can always be met.
- Company efficiency relies on individual competencies, continuous training and employee commitment.
- All processes are described straightforwardly and continuously improved.

OUR MANAGEMENT SYSTEM

We are committed to quality, integrity and excellence in everything we do by:

- Cascading common objectives and monitoring relevant action plans.
- Reinforcing and supporting resource capabilities through extensive training.
- Ensuring sustainable progress through internal and external audits.

Since 1996 Bureau Veritas has been ISO 9001 certified through a recognized international independent certifier.

The Bureau Veritas Code of Ethics meets all IFIA (International Federation of Inspection Agencies) principles and requirements. Its implementation is regularly assessed by an external third party.

OUR COMMITMENTS

The entire line management, supported by our internal Quality network is accountable for the implementation of this policy and shall remain committed to:

- Continuously meet customer requirements
- Train and supervise employees
- Continuously audit and improve operations efficiency through Lean principles
- Capture and share Good Practices & Knowledge

By doing this, all Bureau Veritas employees will contribute to the first of our "Bureau Veritas Business Values": customer Focus

Didier Michaud-Daniel - Chief Executive Officer