

OUR QUALITY - SAFETY – ENVIRONMENT

POLICY

The company's functioning and progress are based on the respect and the promotion of our values. The project lies at the heart of the company and all resources must be mobilised to foster its success. These resources are organised as follows:

- Operational divisions composed of geographical areas and business lines. Each area manager is responsible for its projects at commercial, construction and post-completion stages.
- Support divisions (engineering, human resources, quality-safety-environment, finance, legal, communication). These teams provide services to the projects and are responsible for the implementation of the policy in their field of expertise.

Our management system is based on the Company manual which gathers the processes, procedures and guides enabling to reach our objectives and improve our operations.



Protecting women and men in our teams is our over-riding concern. Beyond this, it is also protecting our know-how, experience and skills.

Being part and parcel of our management approach, safety is a source of progress. It fosters high quality work, is an essential factor in ensuring our employees' fulfilment and contributes to our clients' satisfaction.

OUR SITES, SAFE PLACES OF WORK

Everyone must be safe and in good health on our sites. This rule is based on the experience of men and women in the company, who have been convinced for a long time that a prevention approach is a key factor for the success of our projects.

Everyone, at his/her own level, by his/her duties or assignments, has a specific responsibility in terms of prevention: management team, sector directors, project directors, engineers, superintendents, supervisors, workers..., each one acts through his operations, fully aware of the facts, to ensure our sites are safe places of work.

In France and abroad, accidents and occupational illnesses in relation to our business must be eradicated. Legislation as well as social welfare and safety at work systems vary between countries and need a constant adaptation.

Beyond the rules and regulations we apply, we endeavour to protect the health and safety of all the persons taking part in our projects: employees, sub-contractors, partners, visitors...

This ambitious policy leads us to:

- identify and analyze risks upstream according to the nature of our projects (falls from a height, co-activity heavy plant/pedestrians, exposure to ionizing radiation...),
- enforce the rules of hygiene, safety and radiation protection,
- provide personal and collective protective equipment and ensure their effective use,
- periodically check the equipment and facilities,
- train our colleagues on the method statements and raise awareness on behaviour relating to daily risk taking.



QUALITY CONTROL

Our policy is clearly focused on client satisfaction and the desire to guarantee a long standing quality in projects we build.

This requirement applies to all company levels and leads us to:

- promote the company's image among instructing parties, public or private clients, project leaders and authorities in order to foster new contracts,
- continuously improve the quality of the services and products we provide to our clients,
- listen to their comments about us and respond to their new requirements,
- develop and promote high technology and innovation standards,
- capitalise on past experience in order to optimise our projects' operations from project tendering to delivery,
- measure our performances with relevant indicators,

identify at all times lines of improvement to be introduced by developing targeted corrective or preventive actions.

Environment protection is an integral part of our sustainable development approach.

We try to integrate as best as possible our projects into the local environment at design stage, to preserve natural resources and actively prevent pollutions. We aim to protect wildlife and flora wherever our sites are established and to improve the well-being of people living near our sites by limiting nuisance caused by our works.

In order to reach these objectives, we must for each project:

- identify and analyse the impacts of our works taking into account the local laws,
- consider using recycled materials or materials with low environmental impact,
- sort our waste and identify waste recovery and management channels,
- identify water supply sources and give priority to re-used water,
- ensure the quality of waste water discharged into the natural environment,
- help for active communication with neighbours to inform on our actions and obtain feedback.

EXTERNAL RECOGNITION OF OUR INVOLVMENT

Our management system complies with the requirements of the ISO 9001:2008 quality standard, ILO OSH:2001 safety standard and ISO 14001:2004 environment standard. It is certified by AFNOR Certification.

To reinforce our commitment to health and safety prevention, we are VCA certified since 1999 pour our Northern Europe projects.

In order to measure our performances in the field of sustainable development, we have requested CAT (Capability Assessment Toolkit) and AFAQ 1000 NR assessments, excellence models based on criteria set by the EFQM (European Foundation for Quality Management).

Beyond the requirements expressed by some of our clients, these various external recognitions and progress steps help us to improve ourselves continuously and to enrich our action plans.

THE MANAGEMENT TEAM'S COMMITMENT

The operational and sector directors actively relay this policy in-house and to our partners. They set the objectives, provide the means necessary to implement this policy and monitor its application. They reward good performance and penalise poor performance.


The project directors implement this policy on site. They define the organisation and investments required to reach the objectives. They must react immediately should a problem arise.

The quality-safety-environment department, in collaboration with the operating divisions' and project teams' sponsors, provides active support to all the employees: training, advice, audit, failure analysis and continuous improvement promotion.

"The success of this policy depends primarily on every one's commitment. I ask each employee of VINCI Construction Grands Projets to:

- support our quality-safety-environment approach and convey it with conviction to his/her team and to new employees in particular,*
- communicate this policy to our sub-contractors and ensure adherence to it,*
- provide each one with the means to actually implement this approach,*
- record and analyse shortfalls in order to better prevent causes,*
- inform on and help promote innovations and good practices on this matter.*

I personally undertake to lead and implement our management system and to continuously improve its efficiency in order to contribute to the satisfaction of all our clients."



*Alain Bonnot,
Chief Executive Officer*