

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 business lines or geographical areas. 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.



Safety First

A MATTER OF RESPONSIBILITY AND A PERSONAL COMMITMENT

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

SAFETY FIRST IS A COMPULSORY INVESTMENT

Being part and parcel of our management approach, it is a source of progress. It fosters high quality work. It 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 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 knows how important this challenge is, talks about it with others and is committed, under any circumstances, to choosing SAFETY FIRST.

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, etc., 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, making our prevention role more complicated.

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, etc.



Quality

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



Environment protection

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

Our objectives are to:

- ✓ integrate as best as possible our projects into the local environment at design stage,
- ✓ preserve natural resources and actively prevent pollutions,
- ✓ protect natural sites, wildlife and flora wherever our sites are established,
- ✓ 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:

- ✓ analyse and reduce the impacts of our works at every construction stage,
- ✓ 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 wastewater discharged into the natural environment,
- ✓ establish active communications with neighbours to inform them of our actions and obtain feedback.

External recognition of our involvement

Our environment management system complies with the requirements of the ISO 9001:2000 quality standard, ILO OSH:2001 safety standard and ISO 14001:2004 environment standard. It is certified each year by AFAQ-AFNOR Certification.

To reinforce our commitment to health and safety prevention, we are VCA certified since 1999. Besides, we have requested a CAT (Capability Assessment Toolkit) assessment, an excellence model used in Great Britain and based on criteria set by the EFQM (European Foundation for Quality Management).

We are also involved in the UN Global Compact, for which we are committed to respecting the 10 principles relating to human rights, labour laws, environment protection and the fight against corruption.

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 management committee defines, promotes and implements the quality-safety-environment policy.

The sector director actively relays this policy in-house and to our partners. He sets the objectives, provides the means necessary to implement this policy and monitors its application. He rewards good performance and penalises poor performance.

The project director, legally accountable for the company, implements this policy on site. He defines the organisation and investments required to reach the objectives. He 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 the whole hierarchy line: training, advice, audit, failure analysis and continuous improvement.

« The success of this policy depends primarily on everyone'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 own colleagues, 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 and deviations in order to better prevent causes,*
- ✓ to 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, employees, partners and sub-contractors. »



Pierre Berger
Chairman