

# Quality Statement



Every day, Bureau Veritas services are chosen by thousands of clients over the world to fulfil their needs for testing, inspection and certification services in the fields of quality, health & safety, environment and social responsibility.

This choice is based on their complete trust on our expertise and our ability to deliver high-quality services. Every delivered service helps to shape this trust.

To ensure the sustainability of our business and support the strategic orientations of Bureau Veritas, we are continuously improving what constitutes the heart of this trust: our operational excellence.

---

## OUR PRINCIPLES

- Be trustworthy
- Provide our customers with first-class services.
- Engage each and every employee's commitment to build the Bureau Veritas Quality culture.

## OUR COMMITMENTS

- To helping our customers achieve and exceed their goals, Quality at Bureau Veritas is to:
  - Continuously challenge and improve our quality management system, to ensure its adequacy with Bureau Veritas orientations and customer satisfaction levels.
  - Satisfy and build on our clients and all other applicable requirements to propose innovating services

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

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.

Didier Michaud-Daniel - Chief Executive Officer  
April 2017