

# Thales Quality Policy

Our customers deliver operations and services that are essential in ensuring that society functions properly. And it is vital that citizens trust their ability to carry out these critical missions.

Our mission is to help our customers - enterprise, governments, institutions and armed forces - master ever more complex environments, so that they are able to make the right decision at the right time. We provide them with recognised, tried-and-trusted technical expertise, in-depth knowledge of their markets and the long-term commitment of our teams. However, these assets are only of value if they are accompanied by a quality of service that we are constantly striving to improve.

Thales's development relies on a strong relationship of trust with its customers, partners, suppliers and employees. It is based on the pursuit of excellence, growth in developing markets, and improvements in competitiveness, quality and innovation. These major axes underlie our ten-year strategic vision, Ambition 10.

Our aim is to pursue profitable and sustainable growth. To achieve this, we need to constantly improve the quality of both our products and services and of our customers' satisfaction, in accordance with strict ethical standards, and acting as a responsible company, in order to provide the best possible work setting for our employees and contribute to the protection of the environment.

I am personally committed to pursuing and maintaining this quality policy as an essential element of the Group's governance. I will continue to ensure that the necessary resources are provided to allow this quality policy to be deployed and applied effectively.

Only by doing this will we be able to strengthen the relationships of trust and transparency that we have built with all our stakeholders, and most notably our customers, partners and suppliers.

I know that I can count on the determination of the women and men who are our Group's most valuable asset to implement these initiatives with consistency and efficiency.



**Patrice Caine,**  
Thales Chairman & CEO

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