

# Thales Quality Policy

"Building a future we can all trust". We drew up this purpose to highlight the incredible assets Thales has to leverage science and technology today and for the future generations.

Our mission is to provide our customers - businesses, governments, institutions and armed forces - recognised, tried-and-trusted technical expertise and in-depth knowledge of their markets. Our employees are committed to supporting them in mastering increasingly complex environments, so that they are able to make the right decisions at the right time. In this way, we help them achieve a great ambition, that of building a future that's safer, greener and more inclusive.

Thales's development relies on a 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 performance, quality and innovation. This underpin our strategic vision and ambition for the coming years.

We also act as a responsible company, in order to provide the best possible work setting for our employees and contribute to the protection of the environment.

We will only be able to reach all these objectives if we constantly improve the quality of both our products and our services, leveraging the Thales process management framework, whilst ensuring customer satisfaction, in accordance with the strictest standards.

This is why I am personally committed to ensuring that the quality policy is pursued and maintained as a key element of Thales's governance with the resources necessary for its application.

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 involvement and the determination of our teams, who are the company's most valuable asset, to implement these initiatives with consistency and efficiency.

  
Patrice Caine,  
Thales Chairman & CEO