

# Our commitment to quality

Together, through our values and this policy, we are always progressing in the achievement of optimal quality in all our activities.

## Respect, Integrity and Ethics

- + Value and respect all individuals' contributions and diversity within the organization.
- + Promote enthusiasm, curiosity and participation.
- + Encourage team members' satisfaction and well-being.
- + Ensure equity in working conditions.
- + Enable self-fulfillment in the company's projects.
- + Demonstrate honesty, transparency and ethical behaviour in all interactions with customers and stakeholders.

## Innovation and Quality

- + Embrace new ideas and technologies to create unique and better solutions.
- + Foster innovation and creativity in our services.
- + Value rigour and overall experience.
- + Provide superior and consistent service.
- + Hire the best talent.

## Social and Environmental Responsibility

- + Commit to generating a positive impact on society and the environment.

## Focus on and Listen to Customers

- + Focus on understanding and meeting customer needs to provide the best possible products and services.
- + Demonstrate determination, professionalism and efficiency at all times.

## Accountability

- + Take responsibility for actions and results and hold each other accountable.
- + Contribute to the sustainability of the company and its development.

## Collaboration, Caring and Fun

- + Encourage teamwork, communication and cooperation to achieve common goals.
- + Value cross-team collaboration and multidisciplinary initiatives.
- + Build a sense of belonging and solidarity.
- + Maintain the level of internal information by communicating issues and strategies.
- + Contribute to the quality of internal relations.
- + Be involved in social activities that unite and mobilize.

## Continuous Improvement

- + Strive for excellence by constantly evaluating and improving processes, products and services.
- + Mobilize teams and allow them to continuously learn.
- + Share and transmit knowledge and expertise.



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**Olivier Perron-Collins**  
President

Quality manager, representative of the management and of all the company's teams