

## **QUALITY SAFETY & ENVIRONMENTAL POLICY**

For more than 70 years, ICE has been recognised for its expertise in the field of protection, control and monitoring of electrical networks. Its activities have evolved to accommodate changing customer requirements and the introduction of new technologies.

The aim of the company is to maintain its market shares in the field of the protection, control and monitoring systems for electrical transmission and distribution substations for the domestic market while progressing in other segments.

This policy takes into account customers' requirements for the quality, cost and lead time of products and services. A biennial customer survey is conducted to assess their satisfaction.

Several areas of significant risks or opportunities have been identified in the following areas:

- Customer focus , to identify new needs
- Technological – to master the latest communication standards and new architectures
- Human Resources - to ensure the continuity of skills and knowledge within the company
- Environmental - to prevent any serious damage
- Safety - to guard against cyber risks, ensure the safety of products in service and reduce the risk of accidents on customers' sites.

In addition to financial targets for new orders, billing and profitability, the company is determined to:

- Increase customer satisfaction, qualitatively by improving its relationships with customers, quantitatively by reducing its non-conforming products and by strictly respecting its contractual commitments,
- Prepare for the needs and technological developments of new markets,
- Develop services and sales agreements and to include them in global offers,
- Continue to apply industry standard best practices,
- Actively reduce the impact of its environmental footprint internally and among its suppliers, and make eco-friendly investments,
- Contribute to the protection of systems installed on customers' sites,
- Maintain our good safety record,
- Meet all applicable regulatory and environmental obligations

The company therefore makes a commitment to develop its integrated management system, with the goal of continuous improvement by encouraging the participation and the support of the entire staff.

Chief Operating Officer  
Didier BANTEGNIES

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