

Here are the 3 pillars which demonstrate the commitment and the leadership of the LFL Group in its continuous improvement process in terms of quality. Every employee of the LFL Group orientates its action in this direction.

## GROWTH AND PERFORMANCE OF THE COMPANY

- **DAILY QUALITY SYSTEM**
- By respecting procedures and instructions of the quality manual;
- By identifying what must be improved and by taking immediate action, for every employees of the company; and
- By developing and applying work procedures in advance and adapted to the work.

- **T** By respecting timelines and budgets;
- By the application of the highest standards of the industry in terms of health, safety and environment; and
- By the attraction and retention of the best talents.



## **CUSTOMER SATISFACTION**

- By respecting the agreement that binds us with the customer;
- By delivering a quality product according to the requirements of the plans and specifications;
- By performing a quality control on site (ITRP); and
- By standardized project management principles.

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