

QHSE POLICY

A customer-centered service culture, without compromising on health and safety

As an international provider of technical assistance, training and services in electrical power transmission and distribution, Elsie's policy is rooted in its customer-centred service culture, without compromising on health and safety.

The spirit of service is in our DNA...

We foster a personalized relationship with each of our stakeholders. With full **transparency**, we meet their expectations with **respect and humility**, values that set us apart. Our approach is centered on our **expertise** and **professionalism**. Naturally, we ensure compliance with our client satisfaction and all legal and other requirements to which ELSIE is subject.

... Without compromising on:

✓ Health and Safety

Our employees are at the heart of our concerns. Their well-being, health, and safety are essential to our success. That is why we are committed to providing them with safe and healthy working conditions, taking concrete steps to prevent accidents and occupational illnesses. We regularly identify hazards and assess risks with the goal of eliminating or reducing them as much as possible. Additionally, we encourage the active participation of all our employees, both individually and collectively, in the analysis and prevention of risks related to our activities.

✓ The Environment

Our goal is to build an eco-responsible future. We promote any innovation, technology, and process that reduces our environmental impact, while integrating sustainable practices into all our activities.

✓ Quality

At ELSIE, quality is everyone's responsibility. Our commitment to excellence, supported by the implementation of optimized processes, allows us to ensure consistent and efficient service quality that meets expectations.

The resources required to achieve our objectives and continuously improve our QHSE (Quality, Health, Safety, and Environment) management system are systematically implemented.

Drid BELKHIR

