



***Our business is to provide food, housing, service and care for thousands of people around the world working on major projects.***

Our capacity to **manage accommodation compounds anywhere in the world, along with the outstanding level of professionalism of our teams and consistently high quality of our services** are today well known around the globe.

In order to maintain and to **improve the effectiveness** of our services, I committed CIS to a **quality process** which has been **ISO 9001-V2000 certified** in February 2004.

All the **necessary means and resources** being implemented for the achievement of this project, which aims to :

- Consolidate **CIS' position** as a major player tendering for new business,
- Improve the **effectiveness of our organisation working methods**,
- Reinforce the **interface** between Head Office and the sites,
- Render constant the quality of our services and meet increasing expectations of our customers, especially regarding **HSE matters**,
- Promote and respect the essential values relating to Human Rights, Labour, Environment and Anti-corruption.

**The satisfaction of our customers and consumers** being our first concern, I ask **each staff member**, including those based on site, **to continue being actively involved in this collective and global project**, with the Quality Manager.

A handwritten signature in black ink, appearing to be 'Régis ARNOUX', written over a white background.

**Régis ARNOUX**  
Chairman