

BETELEC SA Quality and Environmental Policy

OUR PRINCIPLES

- BETELEC SA has been ISO 9001 (Quality Management) certified since 1998, ISO 14001 (Environmental Management) certified since 2002, and EcoEntreprise certified since 2022.
- These approaches are at the heart of our processes, supported by our integrated management system (IMS). They encourage us to continuously improve our services and support our customers on their journey towards an electric, digital, and sustainable future.
- As a leader in electrical engineering consulting and an expert in energy solutions and building security, Betelec SA is a major player in the energy transition in French-speaking Switzerland. Our business is therefore based on our ability to listen to our customers and offer proactive solutions for analyzing, designing, optimizing, and implementing their projects.
- These fundamental principles form the basis of our quality and environmental charter. In our relationships, actions, and communications with our customers, colleagues, and various stakeholders, we are committed to taking into account :

QUALITY

- **Customer satisfaction** : We understand your needs and concerns. We analyze the situation and verify our understanding by rephrasing. We are committed to being available and active from the start of your project, with a proactive and constructive attitude. We provide impartial advice and support you in finding high-quality solutions and sustainable, pragmatic alternatives. We keep you informed about current and future steps. We ensure that our advice is easy to understand so that you can make informed decisions.
- **Innovation** : With solid, regularly updated skills, our employees are proactive in offering the best solutions using the latest technologies. We strive to strike the right balance between traditional solutions and innovative ones.
- **Reliability**: We develop lasting relationships based on trust, an evidence-based approach to problems, and honest, transparent, and respectful communication with all our stakeholders.

THE ENVIRONMENT

- **Responsibility** : We optimize project design and the operation of existing facilities by prioritizing energy efficiency and the development of renewable energies. In addition to reducing environmental impact, this promotes energy independence, cost stability, and local economic benefits. We encourage project owners to consider long-term investment strategies and to implement high sustainability standards in their projects. In this way, we affirm our commitment to helping reduce the environmental impact of the projects we are involved in. This is also an integral part of our management system objectives.
- **Family-oriented corporate culture** : It is important for us to operate within a company on a human scale, offering you close relationships with a local presence, simple and direct communication with all BETELEC SA employees, and regular exchanges around team-building events. We strive to maintain excellent collaboration between colleagues and with partner companies in order to offer you the best options, taking into account the specific characteristics of each site. Finally, we create favorable conditions and a respectful and caring environment for our employees, as a way of demonstrating our social commitment and affirming our belief that this is how they can best express their potential with our customers.