THALES
Building a future we can all trust

QUALITY, HEALTH, SAFETY AND ENVIRONMENT MANUAL OF THALES INDIA

GOVERNANCE INSTRUCTION

Template 87207989-GOV-GRP-EN-004

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1. INTRODUCTION

This document supplements the Thales Group's Quality, Environment and Safety manual (87200049-GOV-GRP-EN) to provide information specific to Thales India, in particular, the country specific organisation and certifications.

This document is in accordance with Group guideline Entity addendum to Group QHSE Manual (87204364-QCI-GRP-EN)

1.1 APPLICABLE DOCUMENTS

The applicable documents are:

- Document [1]: Quality, Environment and Safety manual (87200049-GOV-GRP-EN)
- Document [2]: Entity addendum to Group QHSE Manual (87204364-QCI-GRP-EN)
- Document [3]: -Thales India –Mission & Organisation (83680001-GOV-IND-EN)
- Document [4]: Thales India - Quality & HSE Policy. (83680006-GOV-IND-EN)
- Document [5]: Local supplements to Chorus 2.0 for coverage of Standards (87207546-QCI-GRP-EN)
- Document [6]: Chorus 2 & TIMS traceability to standards (87212810-QCI-GRP-EN)

2. QUALITY POLICY – MANAGEMENT COMMITMENT

Thales India is fully committed to provide the Quality product and services to all its customers. Thales India is a Thales France subsidiary and complies with the Quality Governance defined by the group.

Refer document: **83680006-GOV-IND-EN** –Thales India - Quality & HSE Policy.

3. HEALTH, SAFETY AND ENVIRONMENT – MANAGEMENT COMMITMENT

Thales India HSE Policy outlines the commitment towards Health, Safety and Environment. Thales India complies with the HSE commitment defined by the Group.

Refer document: **83680006-GOV-IND-EN** –Thales India - Quality & HSE Policy.

4. PRESENTATION AND ORGANISATION OF THALES INDIA

Thales has been in India since 1953 and has stepped up its presence in the recent years.

Thales India is an Indian company which is 100% owned by the Thales group. Thales India, set up as a part of Thales Group's multi- domestic strategy, is a wholly Indian Company established as a subsidiary of Thales Group in India in 2003.

Refer Document **83680001-GOV-IND-EN -**Thales India –Mission & Organisation for details.

4.1 MISSIONS

To provide quality and on time products, services and support to all our customers.

4.2 SCOPE OF ACTIVITIES

Thales India represents the Group in India, particularly with respect to decision makers, institutional partners, government agencies, elected representatives etc. with the aim to earn and retain the confidence of national administrations, policy-makers and other institutional stakeholders. Thales India actively seeks the agreement and support of the national government on all matters, including development of Thales footprint in the country, manage supply chain for the Business Sectors operating in the country and exporting to other countries.

Refer Document **83680001-GOV-IND-EN** -Thales India –Mission & Organisation for details.

4.3 STRUCTURE

Thales India is organised as a full fledge Country organization, with Engineering Competence centres (ECC), Operations including various Business Sectors and JV operations, Procurement, and Corporate functions. The VP Country Director reports to the SVP, Middle East, Africa and India, DGDI

Engineering Competence centres report both to the VP Group Engineering, and to the Country Director; Business Sectors report both to a GBU / BL and to the Thales India VP-Operations, by delegation from the Country Director.

As part of the operations, there are three Business segments in Thales India. Within their scope of activity, those Business Segments exercise the following responsibilities:

•   Manage bids, projects and the local implementation of the GBU / BL product policy,

•   Ensure customer satisfaction for its scope of activity,

•   Deliver the expected objectives (Order Intake, Income from Operations, Operating Cash Flow) for its scope of activity,

To carry out these missions and to manage the quality of its products & services in its scope of activities, Thales India has various functions as mentioned in Thales India Mission & Organisation (83680001-GOV-IND-EN).

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4.4   GEOGRAPHICAL SITES

Thales India corporate office is located in Noida with offices at Bangalore and Hyderabad.

Number of employees and distribution per site (excluded DIS) is as mentioned below.

Site	No. of Head Count
New –Delhi	20
Bangalore	278
Noida	96
Hyderabad	23
Chennai	**1**
Gwalior	**2**

Thales India Geographical Sites (excluding DIS sites)

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4.5 ORGANISATION

Thales India Organisation is defined in document -Thales India Mission & Organisation (83680001-GOV-IND-EN)

5. QUALITY APPROACH

To reach its objectives, Thales India follows the Thales Group Quality Policy and leans on the Quality

and Customer Satisfaction function, and particularly on:

- ➢ Bids and Projects Quality Assurance
- ➢ Customer Satisfaction
- ➢ Chorus 2.0 Management System
- ➢ Continuous improvement

Those different axes are described in the Group QHSE Manual 87200049-GOV-GRP-EN. They have been tailored for Thales India to take into account its specificities.

5.1 BIDS AND PROJECTS QUALITY

Quality management starts in the Bid phase and continues throughout the lifecycle of each project.

Its major stakeholders are the Bids and Projects managers and the Quality Assurance managers, who guarantee that commitments and Customer satisfaction are fulfilled.

In Thales India this Quality policy is deployed through participation in gates and reviews, Quality Advices and maturity assessments.

5.2 CUSTOMER SATISFACTION

The consideration of Customer satisfaction is managed with two major levers: Customer surveys and continuous Customer complaints management.

Thales India leans on formal surveys conducted by the Group every alternate year and various customer meetings. Customer Complaints Management is performed as per group's guidelines.

One of the key initiatives for 2021 (by the group) is **Customer Listening**

To continually enhance Customer satisfaction, Thales strives for lasting improvements in the punctuality and quality of the solutions, products and services it delivers.

5.3 CHORUS MANAGEMENT SYSTEM

Within the framework of deployment of the Chorus 2.0 reference system, Thales India has attached to the Group processes its specific documents. They are available for the users in the Chorus 2.0

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portal. A committee has been set up for the management and the improvement of these specific items: for each process of Chorus 2.0, a "Country Process Owner" (CPO) is appointed.

In relationship with the "Group Process Owners" GPO, the CPO manages the processes of Thales India and contributes to the improvement of the Group processes.

Thales India has appointed a Country Chorus 2.0 Manager (CCM) whose function is to coordinate with CPOs for the improvement of processes and manage its implementation and associated deployment.

Thales Reference System is arranged into different process Areas. Each of these Process Areas comprises processes and sub-processes that ensure full definition of Thales India's requirements to the depth required for implementation.

There are 3 portals to support the Thales Management System.

- Chorus 2.0
- TIMS (Thales Integrated Maturity System)
- LI.ON (LIbrary ONline)
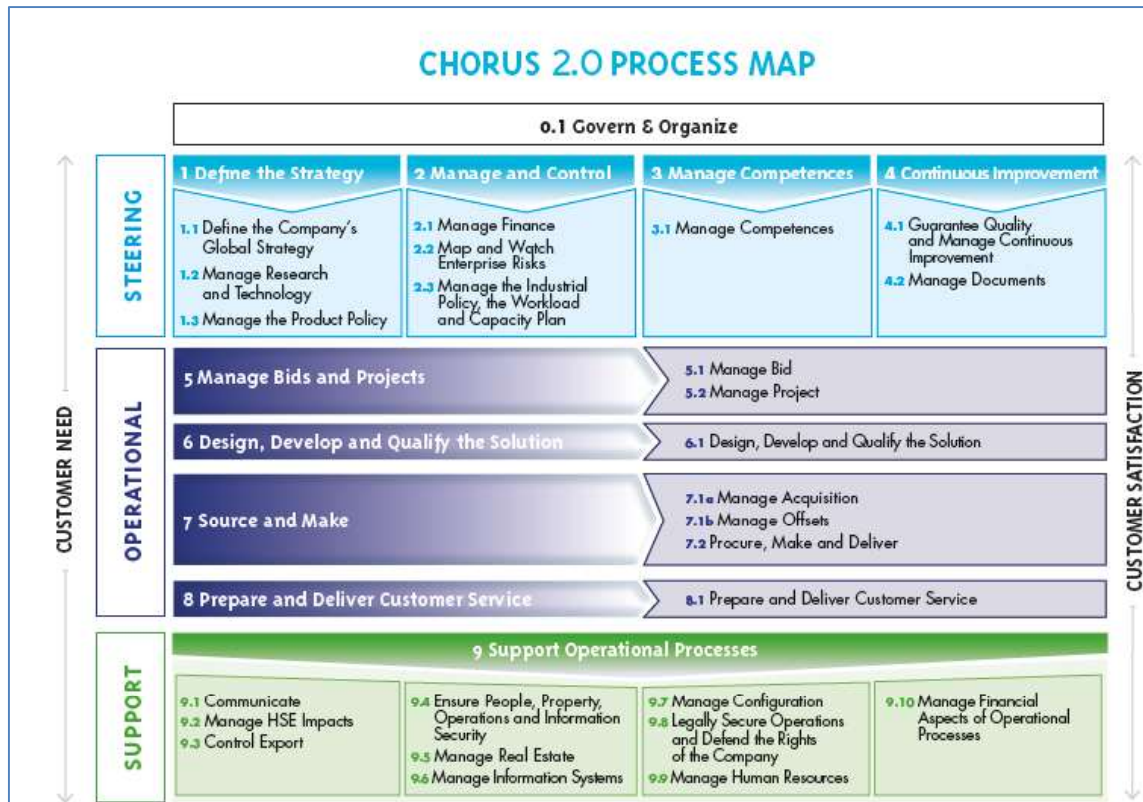
5.4 QUALITY MANAGEMENT ORGANISATION

Thales India has well defined Quality Organisation to ensure Quality in its projects and services.

- Quality Assurance Team - to ensure quality compliance and guarantee customer satisfaction for projects and services

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- Management System Team – in charge of the Management coordination (and support elements as Thales Integrated Maturity System (TIMS), training modules, change management system)

6. HEALTH, SAFETY AND ENVIRONMENT (HSE) APPROACH

To achieve its objectives, Thales India leans on the Thales Group HSE approach, based on:

- The implementation of a HSE policy and associated objectives
- The process " Manage HSE impacts " of the Chorus 2.0 Processes Reference System
- A described and implemented organization.

This approach is described in the Group Quality, Health, Safety and Environment QHSE Manual 87200049-GOV-GRP-EN and has been adapted by Thales India to take into account its own specificities.

6.1 HSE MANAGEMENT SYSTEM

The HSE Management System of Thales India covers the Sites and Operations activities and the appropriate activities of management and design processes linked to products and services.

The HSE Management System HSE covers all the Sites and Business Units of Thales India

6.2 ORGANIZATION

To implement its HSE Management System, Thales India has set up an organization and formally appointed:

- A HSE Director for the Country
- A HSE Manager responsible of the coordination at Thales India level and who assures the interface with the Group.
- A HSE representative at each site responsible to coordinate at site level and with HSE Manager

HSE is a part of Thales India specific, project monitoring and reporting dashboard, which is reviewed by the Project Management on a monthly basis.

HSE representative participates in Internal HSE meetings, coordination for activities at site such as National Safety Week, World Environment Day, and Group HSE Campaigns etc

HSE Manager participates in the GTS HSE Workshops, Coordination meetings and HSE convention and Meetings.

HSE Director participates in the HSE Steerco Organised by Group HSE.

Furthermore, Thales India has also defined an organization dedicated to the HSE activities at sites, appropriate for projects.

6.3 HSE COMMUNICATION

Communication is an essential point of HSE management system. Behaviours are an important part of risk management.

In order to achieve appropriate behaviours, messages must be provided on a regular basis and using various communication media.

HSE Manager will liaise with Thales India Communication department, when required.

HSE Intranet page with all the appropriate information for Thales India created and regular monitoring by HSE Manager

7. CERTIFICATIONS

To guarantee to customers the ability to satisfy their expectations, Thales India obtained and maintains external recognitions:

➢ Quality Management System

    o ISO certification 9001:2015 on the perimeter of Noida, and other project management offices across India

➢ The traceability between the requirements (models of maturity, standards) and the Management System are available in the following documents:"

« Local supplements to Chorus 2.0 for coverage of Standards   87207546-QCI-GRP-EN »

➢ *« Chorus 2 & TIMS traceability to standards 87212810-QCI-GRP-EN »*

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Lloyd's Register

Certificate of Approval

This is to certify that the Management System of:

Thales India Private Limited

703 A&B Tower C 7th Floor, "Konnectus" Building, (Above New Delhi Airport , Express Line)Bhavbhuti Marg, New Delhi, 110001, Delhi, India

has been approved by LRQA to the following standards:

ISO 9001:2015

[signature]

Basem Obaid - Global Head of Training and Improvement Services

Issued by: Lloyd's Register Quality Assurance Limited

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

Current issue date: 30 April 2019
Expiry date: 12 May 2022
Certificate identity number: 10189218

Original approval(s):
ISO 9001 – 13 May 2016

Approval number(s): ISO 9001 – 0053351

The scope of this approval is applicable to:
Sales, Marketing, Project Management, Engineering Services, Customer Support Services, implementation, integration, validation and Maintenance of high end Technological Systems for defense and civilian needs.

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Certificate Schedule

Certificate identity number: 10189218

Location	Activities
703 A&B Tower C 7th Floor, "Konnectus" Building, (Above New Delhi Airport , Express Line)Bhavbhuti Marg, New Delhi, 110001, Delhi, India	**ISO 9001:2015** Sales, Marketing, Project Management,Engineering Services, Customer Support Services, implementation, integration, validation and Maintenance of high end TechnologicalSystems for defense and civilian needs.
100/2, Anchorage 2, Wing A, Richmond Road, Bengaluru, 560025, Karnataka, India	**ISO 9001:2015** Project Management, Engineering Services,implementation, integration, validation and Maintenance of high end Technological Systems for defense and civilian needs.
3rd Floor ,Hyderabad Metro Rail Administrative Building (OCC), Hyderabad Metro Rail Depot, Uppal Main Road, Uppal, Hyderabad, 500039, India	**ISO 9001:2015** Project Management, Engineering Services,implementation, integration, validation and Maintenance of high end Technological Systems for defense and civilian needs.

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8. ACRONYMS

Abbreviation	Meaning
QMS	Quality Management System
CPO	Company/Country Process Owner
GPO	Group Process Owner
HSE	Health, Safety and Environment
QHSE	Quality, Health, Safety and Environment

9. COMPLIANCE TO ISO 9001:2015 STANDARDS

Num	Subject	Id	Acr	Subject	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
0	Governance and organisation	0.1	GOV	Governance document																												
1.	Strategy	1.1	STR	Global Strategy									x								o	o										
		1.2	R&T	Research & Techno																	o											
		1.3	PRP	Products Policy	x	x															o											
2.	Management & Control	2.1	FIN	Finance																		o										
		2.2	RSK	Entreprise Risks																	o								x			
		2.3	IWC	Ind. Workload & Capacity																xxx	o											
3.	Competencies	3.1	HRC	Competencies											xxx	xxx	xxx				o											
4.	Continuous Improvement	4.1	QCI	Quality & Cont. Improv.	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx					xxx	xxx	x		xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx	xxx
		4.2	DOC	Documents			o												xxx	o					o							
5.	Bids & Projects	5.1	BID	Bid						xxx										x	xxx		o									
		5.2	PRJ	Project				x		xxx	xxx				x					xxx	o	x	o		x				xxx	x		
6.	Solution	6.1	DDQ	Solution						xxx										x		xxx										
7.	Source & Make	7.1a	ACQ	Acquisition						x										o			xxx									
		7.1b	OFF	Offsets						x										o	o											
		7.2	PMD	Procure, Make & Deliver						o				x						xxx		o	x	xxx	xxx	x						
8.	Cust. Service	8.1	SER	Customer Service						xxx										xxx		xxx		xxx	xxx	x						
9.	Support	9.1	COM	Communication														xxx		o												
		9.2	HSE	Health, Safety & Environ.																o												
		9.3	EXP	Control Export																o												
		9.4	ESS	Security																o												
		9.5	RES	Real Estate						x										o												
		9.6	INF	Information Systems						x										o												
		9.7	CFG	Configuration															o	x	o	x	o	x								
		9.8	LEG	Legal																o	o											
		9.9	HRM	Human Resources																o												
		9.10	FIP	Financial support																o	o											

XXX	Major Link
X	Noteworthy Link
o	Minor Link
	no link

LOG OF CHANGES

Revision	Date	Author(s)	Modification
005	17-Apr-2017	Archana A T	As per CR042022 : Update change in organization & head count
006	12-Apr-2018	Archana A T	As per CR050556:Change in headcount, ISO certificate added and ISO compliance matrix as per ISO 9001:2015
007	12-Apr-2019	Archana A T	As per CR056933: Change in head count and ISO certificate updated
008	11-Jun-2020	Archana A T	As per CR063365: Change in head count and ISO certificate updated
009	12-Apr-2021	Archana A T Chandra-Shekher Singh	As per CR068734: Yearly review, Change in head count

APPROVAL

	Name	Title	Date	Signature
Owner	Archana A T Chandra-Shekher SINGH	Quality Systems Manager Manager - HSE	12-Apr-2021	AT Archana — Digitally signed by AT Archana Date: 2021.04.13 12:22:07 +05'30' SINGH Chandra-Shekher — Digitally signed by SINGH Chandra-Shekher Date: 2021.04.13 13:49:45 +05'30'
Validation	Muralidhara RAMAMURTHI	Senior Quality Manager	12-Apr-2021	RAMAMURTHI Muralidhara — Digitally signed by RAMAMURTHI Muralidhara Date: 2021.04.14 12:41:11 +05'30'
Approval	Madhusmita AGGARWAL	Director – Operation Support Services	12-Apr-2021	AGGARWAL Madhusmita — Digitally signed by AGGARWAL Madhusmita Date: 2021.04.14 12:51:57 +05'30'

CAUTION: If this document is printed, check its validity by consulting the latest version in force in Chorus 2.0.

All comments and proposals for changing the content of this document should be addressed to Thales India Quality and Customer Satisfaction Department

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