

OUR COMMITMENTS

TO PUBLIC SERVICE



Public infrastructure and facilities play an essential role in urban and regional development.

Our mission is to operate such infrastructure and facilities through time, providing a very high quality of service.

Our goal, as part of VINCI, world leader in construction and concessions, is to become Europe's benchmark for public-private partnerships.

As a public services delivery company, **VINCI Concessions** commits to:

- ensuring, as its top priority, the **safety** of the customers who use its infrastructure, the workers who build it and the agents who operate it;
- maintaining an ongoing, sincere and direct **dialogue** with its partners, the infrastructure concession-grantors;
- seeking at all times to adapt to the needs of customers, the infrastructure users, and improve the **service** provided to them;
- **innovating** and updating its skills constantly by sharing knowledge within the group;
- placing **people** at the heart of all its policies, and implementing decentralisation and ambitious training programmes throughout all its entities;
- taking full advantage of its corporate culture that combines performance and a customer focus to guarantee the **efficiency** and **long-term sustainability** of its business.

www.vinci-concessions.com