



Recognized Expertise

Loto-Québec has developed its expertise in many fields – Products development, advertising campaigns, restaurant and hotel business, promotion of responsible gaming, etc. – which have been recognized many times by here and overseas.

Loto-Québec

- **Security Control Standard Certification of the World Lottery Association**
July 2011
This certification recognizes the secure and trustworthy operation of games of chance. Worldwide, a mere 40 lottery corporations have received this certification.
- **Vision Awards 2011 by the League of American Communications Professionals**
July 2011
Loto-Québec received a Bronze Award for the 2010 Annual Report.
- **North American Association of State and Provincial Lotteries (NASPL) Convention**
December 2010
Batchy Award at the 2010 North American Association of State and Provincial Lotteries (NASPL) Convention, in the Corporate Communication category. The company newsletter *En jeux* was honoured with a Batchy Award for Best Employee Newsletter.
- **Vision Awards 2010 by the League of American Communications Professionals**
July 2010
Loto-Québec received a Silver Award for the 2009 Annual Report.
- **Contech Innovation Awards**
October 2009
Thanks to its energy conservation program for its multi-function complex, the award recognizes innovative practices in sustainable development in the industrial, commercial and institutional building category.
- **Octas Awards**
May 2009
Loto-Québec won in the Online Learning and Knowledge Management (1000 + employees) category and was short-listed in the Innovation (100 + employees) category for its retail outlet digital display network.
- **Pilier d'Or competition by the Association des gestionnaires de parcs immobiliers institutionnels (AGPI)**
September 2009
Loto-Québec was honoured with a second award in the Human Resources category at the *Pilier d'Or* competition organized by the AGPI.

- **Level 3 certification - *Performance from the ICI ON RECYCLE! 2009 program***
[August 2009](#)
 Our regional offices in Laval and Québec City have obtained level 3 certification - *Performance from the ICI ON RECYCLE! 2009 program*. This level recognizes businesses that have implemented measures to reduce, reuse, recover, and recycle waste (4 Rs), and have attained an over 80% recovery rate.
- **Level 2 certification - *Implementation from the ICI ON RECYCLE! 2009 program***
[August 2009](#)
 The Loto-Québec head office, the Multifunctional Complex, the Pierre-de-Coubertin building, and our gaming halls in Québec City and Trois-Rivières have also achieved Level 2 certification - *Implementation from the ICI ON RECYCLE! 2009 program*. This level recognizes businesses that have implemented measures that respect the 4 Rs, as well as activities that educate and raise awareness.
- **Level IV certification of the World Lottery Association's Responsible Gaming Framework**
[April 2009](#)
 This internationally-recognized certification is valid until 2012.
- **2009-2010 BOMA Gala**
[April 2009](#)
 Loto-Québec took the spotlight at the BOMA 2009-2010 Québec Awards by taking home four BOMA awards:

 1. BOMA Québec *2009-2010 Building of the Year Award* in the "Under 100,000 Square Feet" category for the Centre régional de Montréal et du Nord-Ouest du Québec in Laval.
 2. BOMA Québec *2009-2010 Building of the Year Award* in the "Corporate Building" category for Corporate Headquarters in Montréal.
 3. BOMA Québec *2009-2010 Earth Award* for the Complexe multifonctionnel Loto-Québec in Montréal.
 4. BOMA Québec *2009-2010 Pinnacle Award – Customer Service* for the quality of service provided by the Corporate Department of Real Estate Operations.

In addition, the Corporation also received 10 BOMA BEST certifications for 10 of its buildings.
- **Vision Awards 2008 by the League of American Communications Professionals**
[2008](#)
 Loto-Québec received a Platinum Award and the Gold Award for Most Engaging Report for the 2008 Annual Report.
- **World Lottery Association Convention and Trade Show**
[October 2008](#)
 Loto-Québec distinguished itself at the first World Lottery Association Responsible Gaming award ceremony by winning the *Best Player Education Program* prize.
- **Pilier d'Or competition by the Association des gestionnaires de parcs immobiliers institutionnels (AGPI)**
[October 2008](#)

Loto-Québec was honoured with a third award in the Environment category at the *Pilier d'Or* competition organized by the AGPI.

- ***Pilier d'Or* competition by the Association des gestionnaires de parcs immobiliers institutionnels (AGPI)**
October 2008
Loto-Québec was honoured with a second award in the Management Merit category at the *Pilier d'Or* competition organized by the AGPI.
- **North American Association of State and Provincial Lotteries (NASPL) Convention**
September 2008
Loto-Québec received a Batchy Award in the Corporate Communication category for the Annual Report 2007. The company newsletter *En jeux* was honoured with a Batchy Award for Best Employee Newsletter.
- **Environmental and Sustainable Development Recognition Gala**
April 2008
Loto-Québec received an award in the Companies and Industries category for the *Organize Events That Respect the Principles of Eco-Responsibility* project.
- **Vision Awards 2007 by the League of American Communications Professionals**
2007
Loto-Québec received a Silver Award for the 2007 Annual Report.
- ***Pilier d'Or* competition by the Association des gestionnaires de parcs immobiliers institutionnels (AGPI)**
October 2007
Participating for the first time in the *Pilier d'Or* competition organized by the AGPI, Loto-Québec was honoured with an award in the Management Merit category.
- **2007-2008 BOMA Gala**
June 2007
Loto-Québec received the Office *Building of the Year Award* in the 100,000 to 249,999-Square-Foot category for its Complexe multifonctionnel Loto-Québec in Montréal, as well as the *Earth Award* for the Édifice Loto-Québec located on Grande-Allée Street West in Québec City. Moreover, the Corporation has earned four new *Go Green Plus* certifications.
- **2007 Équinoxes Awards**
June 2007
Loto-Québec's Corporate Awareness Campaign on Information Technology Security has earned it the distinguished Platinum *Équinoxe* Award in the "Internal Public Relations Program" category.
- **North American Association of State and Provincial Lotteries (NASPL) Convention**
October 2006
Loto-Québec received a Batchy Award in the Corporate Communication category for the Annual Report 2005 and the Social Responsibility Review 2005. The company newsletter *En jeux* was honoured with a Batchy Award for Best Employee Newsletter.
- **Orange awarded to CEO Alain Cousineau by Commerce magazine**
March 2005
As part of the first Orange and Lemon Awards for management, *Commerce* magazine presented an Orange to Loto-Québec CEO Alain Cousineau for what the publication's editorial team deemed a 'courageous' decision to reduce public accessibility to video lottery terminals.

Lotteries

- **North American Association of State and Provincial Lotteries (NASPL) Convention**
October 2011
Loto-Québec on three awards, including “Best of the Batch” for its *Sunrise* TV ad promoting the Lotto Max lottery. Created by the agency Bos, that same Lotto Max TV ad was also recognized in the “Best Use of Cinematography” category. In the “Best use of Humor” category, the Lotto Poker English language TV ad was awarded top prize. Designed by Montréal agency Sid Lee, this TV ad was also recognized in the “Daily Games” category.
- **Sponsorship Marketing Awards**
April 2011
Award of distinction for the program *Making the Brand Promise Reality* for Lotto Max, in the Small Budget category (sponsorships of less than \$100,000 a year, including activation and rights fees).
- **Créa 2011 Contest**
March 2011
Two agencies mandated by Loto-Québec were honoured for ad creation. BOS received a Créa Award in the *Television – Services, Individual Ad* category with an ad for the 100 millions fortune lottery. Sid Lee received two Créa Awards for the Lotto 6/49 lottery, one in the *Television – Services, Individual Ad* category for an ad from the campaign "Défi – Pour un million de dollars, fais-tu ça?" ["Challenge – For a million dollars, would you do that?"], and the other in the *Outdoor Display, Ad* category for an ad from the campaign "Vivez en dessous de vos moyens" ["Live within your means"].
- **North American Association of State and Provincial Lotteries (NASPL) Convention**
December 2010
Batchy Award* at the 2010 North American Association of State and Provincial Lotteries Convention (NASPL) for the *Best New Online Games* for Lotto Max.
- **The World Lottery Association (WLA) Convention and Trade Show**
November 2006
Loto-Québec earned the Advertising Award in the Internet Advertising category for the company's ad "Vous voulez l'auto. Grattez Loto" (You want the auto? Scratch Loto!). Created by Diesel Marketing (now Sid Lee), this ad presented Loto, the instant lottery that offered cars and several other MINI Cooper merchandise prizes. Players on the Web were invited to scratch the virtual lottery ticket using their mouse
- **North American Association of State and Provincial Lotteries (NASPL) Convention**
October 2006
Loto-Québec received a Batchy Award in the "Television Advertising" category for *Ma Maison Rona* ad. Célébration 2006 was nominated for a Hickey Award in the "Special Events Promotion" category.
- **Metro Global Print Awards**
September 2006
Published in the Montréal edition of the *Metro* daily on October 5, 2006, an ad with the theme "It's hockey time!" for Loto-Québec's *Mise-o-jeu* and *Pronostik* products won third place in the Metro Global Print Awards, an international competition that honours the most creative advertising campaign appearing in a *Metro* daily.
- **Concours Créa**
March 2006
Two advertising agencies received awards for ads created for Loto-Québec. Diesel was awarded a *Grand Prix Crea* in the "Television - Services, Individual Ad" category for two

advertisements from the "Always be nice to the people who play Lotto 6/49 ad" campaign. BOS also won a *Grand Prix Crea* in the "Radio, Individual Ad" category for a Super 7 advertisement.

- **The 2005 CASSIES Awards (Canadian Advertising Success Stories)**

[November 2005](#)

Loto-Québec was recognized for the creativity and effectiveness of its "Always be nice to people who play the new Lotto 6/49" ad campaign launched in May 2004 to promote the new Lotto 6/49. This campaign was the sole 2005 CASSIES award-winner in the "Services - General" category.

- **North American Association of State and Provincial Lotteries (NASPL) Convention**

[September 2005](#)

Vlan! instant lottery was ranked as being among the best five new instant games in North America.

- **46th *Concours de création publicitaire* (creative advertising competition) of the *Publicité Club de Montréal***

[May 2005](#)

Loto-Québec won 3 *Coq* awards: a *Coq d'or* in the TV/Cinema - Service category for the Lotto 6/49 English-language "Mark" ad, another for the Mixed Media category for the Lotto 6/49 "Always be nice" campaign and a *Coq d'argent* in the Radio - Service category for the "Insomnia" ad. The Corporation thus became the second most award-winning advertiser.

- **The 2004 World Lottery Association Advertising Awards**

[March 2005](#)

Loto-Québec won two prestigious awards in the Lottery Games category: Best Lotto Ad for the Lotto 6/49 "Mariachis" produced as part of the "Always be nice to people who play the new Lotto 6/49" campaign and Best Instant Product Ad for the "Pleasures of Golf" campaign created for the Mini-Golf CD-ROM game.

- **45th *Publicité Club de Montréal - Concours de création publicitaire***

[May 2004](#)

Loto-Québec was awarded the *Prix Hommage Jacques-Bouchard* by the *Publicité Club de Montréal*. Created three years ago, this award recognizes the recipient's exceptional contribution to Québec's advertising industry. Loto-Québec received the honour for the consistent quality of its advertising production.

Loto-Québec also won a *Coq de bronze* in the TV/Cinema – Service category for "Incognito", the TV ad for Mots Cachés, and a *Coq d'argent* for the Super 7 "Faites le un" ad in the Radio – Service category.

- **North American Association of State and Provincial Lotteries (NASPL) Convention**

[October 2004](#)

Loto-Québec hosted the annual convention attended by nearly 1 000 members from Canada and the United States.

- **North American Association of State and Provincial Lotteries (NASPL) Convention**

[September 2003](#)

Loto-Québec received the Hickey Trophy in the Special Events Promotion category for Célébration 2003, a Batchy Award for Best TV Production – TV Draw and another in Best TV Production – TV Show for "La Chasse aux trésors", and a third Batchy in the Corporate Communication category.

- **44th *Concours de création publicitaire* of the *Publicité Club de Montréal***

[May 2003](#)

Loto-Québec won a *Coq de bronze* in the TV/Cinema – Service category for the "l'Extra,

Oui" ad and a *Coq d'argent* in the Newspaper category for the Super 7 ad, "*Le domaine à Roger*".

- **Smart Ideas Trophy**

2002

Awarded by the Public Gaming Research Institute in the Lotteries category for implementing an extranet to broadcast draw results to the media.

- **The 2001 World Lottery Association Advertising Awards**

2001

Loto-Québec took second place for a Gagnant à Vie! ad.

- **Annual *Fédération de l'informatique du Québec* competition**

2001

The OCTAS B2B prize was granted to Loto-Québec for creating a draw results broadcast system.

- ***Prix Hommage Jacques-Bouchard*
*Office québécois de la langue française***

2001

Awarded in the TV category for the quality of French in the Extra ad "*Conseiller capillaire*" produced by ad agency BOS.

- **The 2000 World Lottery Association Advertising Awards**

2000

Loto-Québec wins top awards in the following categories:
Most Innovative Instant Ticket Design and Retailer Promotion.

- ***Publicité Club de Montréal - Concours de création publicitaire***

2000

Coq de bronze in the TV/Cinema – Service category for the Super 7 "*La Rolls*" ad produced by ad agency BOS.

* Over the years, Loto-Québec has won some 15 *Batchy* trophies.

Casinos

- **Concours Grafika**

2009

Casino-supplier advertising agency Sid Lee won an award for Québec's casinos web site in the *Site web informatif/éducatif* category.

Casino de Montréal

- **Prix d'excellence *Paul Waterbury Award for Outdoor Lighting***

1994

Award for the outdoor lighting at the International Illumination Design Awards gala.

- **Gala de l'ADISQ (*Association québécoise de l'industrie du disque, du spectacle et de la vidéo*)**

2003

Le Cabaret du Casino is nominated in the Best Performance Hall of the Year category.

- **Prix ULYSSE**

2000

Awarded by Tourisme Montréal to Resto-Casino in the Food Services – Tourism

Development category.

- **Grands Prix du tourisme québécois**
1995
Awarded to the Casino de Montréal in the Public Enterprise category.
- **Grands Prix du tourisme québécois**
1995
The *Kéroul* honourable mention recognizing the Casino's efforts to facilitate access for people with limited mobility.
- **Paul Waterbury Award of Excellence for Outdoor Lighting**
1994
Prize presented for exceptional contribution to the art and science of lighting design by the International Illumination Design Association awards program.

Nuances Restaurant – Casino de Montréal

- **Five Diamond Rating**
2000 to 2010
Awarded to *Nuances* by the Canadian Automobile Association and the American Automobile Association (CAA-AAA).
- **2007 Restaurant of the Year**
November 2006
Awarded to Nuances restaurant by the *Guide Debeur* for its exceptional cuisine, service and décor.
- **DiRōNa Guide**
2002 to 2006
Nuances was a member of the Distinguished Restaurants of North America (DiRōNa) from 2002 to 2006.
- **Best of Award of Excellence**
2002 to 2006
Awarded to Nuances restaurant by *Wine Spectator* magazine.
- **Three-star Rating**
2002 to 2006
Awarded to Nuances restaurant by Mobil Travel Guide.
- **Four Stars**
1999 to 2006
Awarded to Nuances restaurant by the *Guide Debeur*.
- **Diamond Wine Award**
2003
International award of excellence to *Nuances* restaurant by International Restaurant and Hospitality Rating Bureau.
- **Grands Prix du tourisme québécois**
1997
"Table de Prestige" award presented to Nuances.

Casino du Lac-Leamy

- **Entreprise vélosympathique**

2011

Celebrating international *In Town Without My Car Day!* The Casino du Lac-Leamy received Vélo Québec's 2011 "Entreprise vélosympathique" award, which recognizes concrete actions taken by employers to encourage their employees to bike to work.

The Casino took first place in the category of businesses with over 1,000 employees for providing its staff with a supervised free-access and secure bike parking zone as well as sanitary installations (dressing room, showers and lockers).

- **BOMA BEST 2008**

December 2008

The Hilton Lac-Leamy hotel is certified BOMA BEST, Level 2 (out of a possible four), while the Casino du Lac-Leamy receives Level 3 certification. BOMA BEST measures the environmental performance of buildings.

- **Gaming Voice Award**

2004 - 2005

The Casino du Lac-Leamy won a Gaming Voice award in the Best Outdoor Ad for its "Ottawa Outdoor Campaign" created by ad agency Ig2. This prestigious honour was received from the American Gaming Association at their annual communications awards event.

- **Tourism product of the year**

1998

Award presented by the Ottawa Tourism and Convention Authority.

- **Benefactor of the Year**

1998

Award presented during the *Culturiades* event to highlight the Casino's commitment to the community.

- **"Urban Design 1996" category**

1996

Honourable mention awarded by the *Ordre des architectes du Québec* for the layout of the site surrounding the complex.

Le Baccara Restaurant – Casino du Lac-Leamy

- **Five Diamond Rating**

2001 to 2010

Le Baccara received this award, bestowed by the CAA-AAA, for the tenth consecutive year.

- **Best of Award of Excellence**

2004-2010

Awarded by *Wine Spectator* magazine.

- **Four Stars**

1997 to 2006

The guide's highest award, a mark of the restaurant's excellence, awarded to Le Baccara restaurant by the *Guide Debeur* from 1997 to 2006.

- **Epicurean Awards – Ottawa Wine and Food Show**
2008
During the 2008 edition of the Ottawa Wine and Food Show, Le Baccara received not one, but three awards: "Best Restaurant", "Chef of the Year" (Serge Rourre), and "Best Wine Experience" (sommelier Danielle Dupont").
- **Epicurean Awards – Ottawa Wine and Food Show**
2003, 2005 and 2006
Two gold medals won in the "Best Service" and "Best Haute Cuisine Restaurant" categories.
- **Best Wine List Award**
2004
Presented during *Ottawa Magazine's* 4th Annual Restaurant Awards.
- **Epicurean Awards**
2004
" Best Sommelier" Gold Medal.
- **Four-star Rating**
2002
Awarded to *Le Baccara* restaurant by Mobil Travel Guide.
- **Table de Prestige**
2000
Fine-dining tribute bestowed by le *Grand Prix du tourisme québécois en gastronomie*.

Hilton Lac-Leamy

- **Hotel Award of Excellence - Hilton Hotels**
2011
Awarded for customer loyalty and satisfaction as well as for the quality of its service and installations in the under-500-room category.
- **Condé Nast Traveler**
2010
Selected by readers of this prestigious magazine as one of the Top 100 hotels in the world.
- **Four Diamonds**
2002-2007
Awarded for six consecutive years by the CAA-AAA Award, from 2002 to 2007.
- **Five Stars**
2001-2007
Awarded by Tourisme Québec's CITQ (Corporation de l'industrie touristique du Québec) from 2001 to 2007.
- **Conrad Hilton (Connie) Award**
2002, 2004, 2005 and 2006
Best Overall Performance in North America (commercial category) awarded at Hilton Hotels' annual convention.

- **Conrad Hilton (Connie) Award**
[2006](#)
 Best Restaurant and Best Food and Beverage Experience awarded at Hilton Hotels' annual convention.
- **Guest Assistance Award**
[2005](#)
 Awarded by Hilton Corporation in recognition of the Hilton Lac-Leamy's outstanding handling of guest concerns and requests.
- **Best Overall Service and Best Overall Experience**
[2005](#)
 Awarded by Hilton Corporation.
- **Choice Location**
[2004 and 2005](#)
 Chosen Central Canada's Meeting Planner's Choice hotel by *Meetings and Incentive Travel* magazine.
- **Best Overall Experience**
[2004](#)
 Hilton Hotels
- **Verbal recognition for Guest Assistance Award**
[2004](#)
 Hilton Hotels
- **Verbal recognition for Overall Service**
[2004](#)
 Hilton Hotels
- **Guest Satisfaction Award (500 rooms and less)**
[March 2003](#)
 Awarded at Hilton Hotels' annual convention.
- **First in customer satisfaction, 500 and under rooms**
[2001](#)
 Hilton Hotels
- **Annual Reader's Choice Award**
 Awarded by Meetings and Incentive Travel (M&IT) magazine. Meeting planners singled out the establishment because of the attention to detail and the exceptional customer service.
- **Meeting Planners Choice**
 Awarded in 2003-2004 by the readers of Meeting & Incentive Travel Magazine.
- **Four Green Keys**
 Awarded by Green Key Global, an eco-rating program which recognizes environmental performances in hotel industry.

Casino de Charlevoix

- **Four Diamond Rating**
2001 to 2007
Fairmont Le Manoir Richelieu and *Le Charlevoix* restaurant are awarded the Four Diamond Rating by the Canadian Automobile Association and the American Automobile Association (CAA-AAA).
- **Mérite environnement**
2008
The Council of Mayors of the Charlevoix-Est RMC awards the Mérite environnement prize to the Fairmont Le Manoir Richelieu during the Charlevoix Chamber of Commerce's *Gala Méritas Charlevoix* 2008 event.
- **In the 500 World's Best Hotels**
2007
Fairmont Le Manoir Richelieu received this honour by *Travel and Leisure* magazine.
- **Gold List**
2001, 2004, 2006-2010
Awarded to Fairmont Le Manoir Richelieu by the prestigious *Condé Nast Traveler* magazine in 2001 and 2004 as well as from 2006 to 2010. The Casino was also voted among the top 75 best North American resorts in 2003 by the magazine's readers.
- **Best New Canadian Golf Course**
2006
Awarded to Fairmont Le Manoir Richelieu Golf Club by the *Golf's Digest*.
- **Wine Spectator Award**
Since 2003
Fairmont Le Manoir Richelieu's *Le Charlevoix* restaurant is distinguished for its excellent wine list by *Wine Spectator* magazine.
- **Stars for Fairmont Le Manoir Richelieu**
Since 2001
 - Fairmont Le Manoir Richelieu receives the Five-Star rating from *Hébergement Québec*.
 - The hotel's high standards are recognized with a three-star rating by the Mobil Travel Guide.
- **Grands Prix du tourisme québécois**
2002 and 2004
Le Charlevoix and Fairmont Le Manoir Richelieu received top honours in the provincial "Grands Prix du tourisme québécois" awards in the "Gastronomy" and "Accommodations" categories.
- **Four Green Keys**
Awarded by Green Key Global, an eco-rating program which recognizes environmental performances in hotel industry.

Ingenio

- **2005 Marketing Personality**
April 2005
Nathalie Rajotte, General Manager for Ingenio, won the title of Marketing Personality of the Year in the B2B category from the *Association marketing de Montréal*.
- **Recognition of the French language in Information Technology**
March 2005
The *Office québécois de la langue française* confers an honourable mention for the multimedia lottery *Eldorado*.
- **OCTAS - Fédération de l'informatique du Québec**
May 2003
The CD-ROM lottery *Mini-Golf* wins top honours in the Multimedia – General and Educational and Games category.
- **Gutenberg Prize**
March 2003
Awarded to the Québecor World Colour Graphics printing plant and Vasco Design International by the *Artisans des arts graphiques de Montréal* in the Folders and Products Presentations category for Ingenio's promotional folder.
- **MIM d'or prize**
March 2003
Mini-Golf lottery with CD-ROM nominated in the Adult Game category.
- **Prix Boomerang - Les éditions Infopresse**
December 2003
Mini-Golf lottery with CD-ROM nominated in the Edutainment CD-ROM category.
- **Award for Quality and Excellence in the World Lottery Industry**
August 2002
Awarded by the Public Gaming Research Institute in the Outstanding Achievement category.
- **Great Ideas Award**
2002
Won at the ILAC convention attended by lottery corporations from Latin America and the Caribbean.
- **Smart Ideas Award**
February 2001
First place in the Revenue Enhancing - Supplier category for the *Mot Mystère* lottery with CD-ROM, awarded by the Public Gaming Research Institut.
- **Award of Excellence (Lottery)**
March 2001
Awarded at the Canadian Gaming Summit and Exhibition.
- **Award for Quality and Excellence in the World Lottery Industry**
April 2001
Awarded at the International Lottery Exposition.

- **2000 WLA Competition**
June 2000
Recipient of the Most Innovative Instant Ticket Design award and Best Retailer Promotion award for the *Trésors de la Tour* lottery promotion “*Real Fun, Real Cash*” (Loto-Québec).
- **Smart Ideas Award**
February 2000
First place in the New Lotteries category.
- **Prix Boomerang - Les éditions Infopresse**
December 1999
Prize awarded in the Information Terminals category for the *Make sure gambling remains a game* information terminal.

Société des loteries vidéos du Québec inc. (SLVQ)

- **International Association of Business Communicators**
2003
EXCEL award presented to the SLVQ for distinguishing itself internationally with its public awareness program “*Au hasard du jeu*” about the risks of gambling. This ground-breaking project was presented in and reported on by The WAGER (The Worldwide Addiction Gambling Education Report), a research bulletin affiliated with Harvard Medical School. The SLVQ is the first company in the industry world to have implemented and evaluated such a program.
- ISO 9001 certification (obtained in 1999)