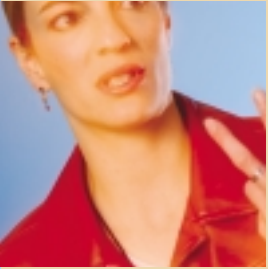
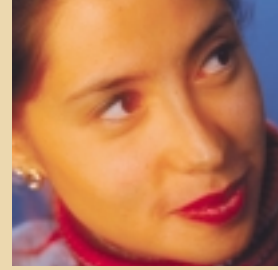
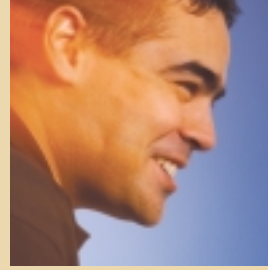
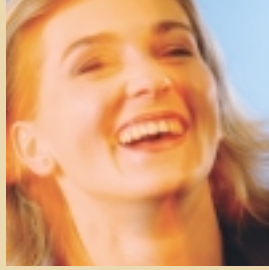




+ Global  
+ Teamwork  
+ Results-Driven  
+ Can-Do  
Attitude

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Customer-  
Focused



**People provide core value.** At the heart of EXFO's remarkable growth and success are people. These are our customers, who use EXFO equipment to lead breakthroughs in telecommunications and build the world's next-generation networks. And these are our employees, who drive the innovation and deliver the solutions that serve our customers.

**Our people drive the innovation  
and deliver the solutions that  
serve our customers.**

To help our customers focus on new solutions for optical networking, EXFO focuses on making technology easier to use for people. The result: integrated testing procedures that are truly intuitive, software that soon becomes second nature and services that anticipate demand. Similarly, we are focused on listening to our customers. With this year's new Customer Relationship Management (CRM) system, we are now consolidating and sharing customer information for real-time updates and real-time action. Since we place customers at the core of many business processes, our annual customer survey helps to benchmark our operations. The result for 2001 was a resounding 94% customer satisfaction rating, based on rankings of "good" and "excellent" products and services—solid confirmation that our approach works.

Backed by a culture that rewards initiative, diversity and teamwork, the people at EXFO are the backbone of the company's growth. Through a multitude of skills and perspectives, the people at EXFO are building our market leadership. Thanks to global diversity, we are well-positioned to understand varied customer needs and respond strategically. Thanks to a local management strategy, we gain insight into regional markets—adding up to global strength. Thanks to the people from newly acquired companies, we are reinforcing our ability to actively listen to our customers. Together we are building the customer relationships that bring EXFO year after year of success.

**It all adds up because of people.**