

Thomson-CSF UK Employee Share Scheme 1998/2000
Thales 2002 Employee Share Plan
(the “Share Schemes”)

Employee Shareholders’ Charter

This document sets out the levels of service you, as participants in the Share Schemes, can expect from us, Mourant ECS Trustees Limited. We act as Trustee and Administrator of the Share Schemes.

(1) HELP LINE AVAILABILITY

The Help Line is open from 8am to 8pm every business day. If the lines are busy, you will be given the opportunity to leave a message, in which case your call will be returned by 8pm on the following business day. Our Help Line number is 020 8409 2629.

(2) E-MAIL AVAILABILITY

If you prefer you can contact us by e-mail using the dedicated Thales e-mail address: thales-ess@mourant.com. Our e-mail facility is available 24 hours a day. Receipt of your e-mail to the dedicated e-mail address will be confirmed immediately by an auto-reply.

(3) RESPONSE TO QUERIES

(i) BY LETTER/FAX/E-MAIL

- If your query is straightforward, we undertake that we will resolve it within 3 business days
- If your query is more complex, we will acknowledge receipt within 3 business days and seek to resolve your query within 10 business days
- If the nature of your query is such that it is not possible to resolve it within 10 business days (for example, if we are awaiting information from the French custodian), we will contact you to agree a plan and timeframe for resolution depending on the circumstances

(ii) BY TELEPHONE (CALLS TO THE HELPLINE NUMBER)

- If your query is straightforward, we will seek to resolve it during the phone call
- If this is not possible (for example, if the Help Line does not have all the relevant information to hand) we will seek to resolve your query within 3 business days
- In exceptional circumstances, where your query is more complex, we will seek to resolve it within 10 business days

otherwise we will contact you to agree a plan and timeframe for resolution depending on the circumstances

(4) **CHANGE IN CIRCUMSTANCES**

We will write to acknowledge receipt of your Change in Circumstances Form and confirm that our records have been updated within 3 business days of receiving your form.

(5) **SELLING SHARES**

(i) **1998/2000 Scheme**

- We will acknowledge receipt of your sales instruction on the same day that it is received
- If we receive your instruction to sell **before** 12 midday (UK time) provided it is valid, we will process your sale and forward your instruction to the French stockbroker, Société Générale, to sell your shares on that same day
- If we receive your instruction to sell **after** 12 midday (UK time) provided it is valid, we will process your sale and forward your instruction to Société Générale to sell your shares on the following business day
- You may ask us to sell your shares on the next monthly dealing day in which case we will acknowledge receipt of sales instruction on the day it is received. Provided your instruction is valid, we will process your sale and forward your instruction to Société Générale to sell your shares on the next monthly selling day. Please see the reverse of the Sales Form for more details of the service we provide in relation to monthly sales
- If your instruction to sell is not valid, we will contact you on that same day or, at the very latest, the next business day either by phone or e-mail to notify you of the rejection of your sale and the reason for rejection. In the event that we cannot contact you by either phone or e-mail we will write to you within this time frame to notify you of the rejection of your sale and the reason for rejection
- You will receive confirmation of your sale and your actual sales proceeds in sterling within 12 business days of the date of sale. In addition, you can request confirmation of your sale and the price obtained by e-mailing thales-ess@mourant.com or by calling our Help Line on 0208 409 2629

(ii) **2002 Scheme**

- Units can only be redeemed from April 2007 onwards. However in some circumstances you may be entitled to an early redemption (please refer to the original scheme documentation for further details). In such circumstances, if you redeem (ie sell) your units from either the Classic or the Leveraged formula, we

will validate your sales instruction and, provided that it is correct, we will forward it to Credit Lyonnais

- If your instruction to sell is not valid, we will contact you on that same day or, at the very latest, the next business day either by phone or e-mail to notify you of the rejection of your sale and the reason for rejection. In the event that we cannot contact you by either phone or e-mail we will write to you within this time frame to notify you of the rejection of your sale and the reason for rejection
- Classic units are sold weekly. We will write to you to confirm details of your sale of Classic units within 12 business days from receipt of your valid sale instruction. In addition, you can request confirmation of your sale and the price obtained by e-mailing thales-ess@mourant.com or by calling our Help Line on 0208 409 2629
- Leveraged units are sold on the last business day of the month. We will write to you to confirm details of your sale of Leveraged units within 12 business days from the last business day of the month. In addition, you can request confirmation of your sale and the price obtained by e-mailing thales-ess@mourant.com or calling our Help Line on 0208 409 2629.
- Credit Lyonnais will arrange for your sale proceeds to be sent directly to your bank account within 3 business days from the date of sale. Please note however that Credit Lyonnais cannot guarantee the receipt of proceeds into your bank account within this timeframe
- You will also be able to view the details of your sale on the Pacteo website two business days following the sale of your units. NB if you request to sell Classic and Leveraged units at the same time, your combined sale proceeds will be sent to your bank account following the sale of the Leveraged units, which are sold on the last business day of the month (see the Instructions on Leaving form for more details)

(6) **PAYMENT OF DIVIDENDS**

(i) **1998/2000 Scheme**

- If you have chosen to have your dividend paid directly into your bank account, we will credit your account within 5 business days of us receiving the funds in sterling from the French custodian
- Alternatively, if you prefer to receive your dividend by cheque, this will be posted to you within 14 business days of us receiving the funds in sterling from the French custodian
- Tax vouchers are issued annually in May/June each year following payment of the annual dividend

(ii) **2002 Scheme**

- Under the Classic formula, any dividends paid by Thales SA are paid to the FCPE and are reinvested in Thales shares
- Dividends are not paid in respect of units held in the Leveraged Formula

(7) **SHAREHOLDING STATEMENTS**

(i) **1998/2000 Scheme**

- We will send you statements confirming your shareholdings on an annual basis in May or June of each year

(ii) **2002 Scheme**

- You will receive a statement directly from Credit Lyonnais in the first quarter of each year confirming your holding of units as at 31 December. In addition, you will receive a statement in the third quarter of each year confirming your holding of units as at 30 June.

(8) **COMPLAINTS**

Any complaints will be personally acknowledged within 24 hours of their receipt

Issued: March 2004