

# Quality Policy

## Quality Policy Statement

It is the mission of all of us at Netcompany-Intrasoft to provide business value and outstanding delivery performance in a cost-effective and secure manner and with the best possible support, aiming to meet and exceed our customers' expectations. To achieve our mission:

- Our Management Leaders are actively involved and committed in the decision-making process for Quality Issues;
- Our management approach regarding our organization's governance, our product development, the execution of our projects and the provision of our services (Service Management) is inspired by servant leadership principles, ensuring our people's wellbeing, as well as cultivating autonomy and accountability among our teams;
- Information Security and Business and Service Continuity are considered as paramount quality characteristics in all our business activities by integrating confidentiality, integrity and availability into the term "quality" of products and services and deploying a vigorous risk management strategy;
- Our company applies a set of Corporate Policies and Procedures (CPP) compliant with ISO 9001:2015, ISO 20000-1:2018, ISO 27001:2022, ISO 22301:2019, ISO 14001:2015, ISO 45001:2018, ISO 27017:2013 and ISO 29993:2017 Standards;
- We have successfully introduced CMMI® as the organizational maturity appraisal model, adopting it as a tool for continuous improvement. We strive for the continuous compliance to the most recent Quality and Information Security Standards and best practices;
- We comply with relevant laws, regulations and industry standards pertaining to IT, ensuring ethical conduct and responsible use of technology;
- We are adopting Agile delivery across the company, actively supporting Agile teams and promoting Agile values in our way of working. We embrace Agile practices and mindset, building core Agile capabilities and embedding Agile roles in the company's structure and operation, encouraging knowledge dissemination and innovation;
- Customer requirements are examined and monitored closely by Sales, Delivery Groups, Product Development, Quality, Information Security and IT Operations teams. We always consider in our activities the applicable statutory and regulatory requirements and our related Corporate Policies and Procedures;
- We commit to the provision of the essential Human Resources and Infrastructure, in order to successfully implement the Quality Policy in all projects, products and services of Netcompany-Intrasoft;
- We are providing continuous and systematic trainings to all our employees on Quality topics to improve efficiency and effectiveness; we invest to enhance the skills and capabilities of our people enabling them to deliver quality services.

We seek continuous improvement through:

- **Business Understanding/Partnership with our Customers:** Focus on bringing each individual customer on board, aiming to achieve common understanding and deliver quality solutions which satisfy their specific needs;
- **End-user Focus:** Market research and analysis, based on interactivity and feedback;
- **Built-in Quality:** Quality assurance is embedded in every increment of the products and services that we provide, as defined by our quality, compliance and security policies. Our policies reinforce the organization's ability to adapt and adopt, strengthening customer engagement and increasing customer value;
- **Monitoring Performance:** Continuously monitor indicators related to On-time, On-budget, Team's Velocity, Quality and Security of Systems and Services provided, Business Value and Risks;
- **Strong Project and Product Management:** Effective planning, thorough budgeting, detailed reporting and accounting, smart risk management and continuous client interface;
- **Alignment of Goals:** Achieve goal alignment across the company via leadership transparency and by enabling team autonomy and promoting self-accountability for all our people;
- **Internal Feedback:** Analyze the outcomes collected through retrospective sessions and the internal quality control mechanisms applied throughout the projects' and the products' life cycle. Establish Communities of Practice (CoPs) to share best practices and drive continuous improvement actions.

Our Quality Policy, Quality Objectives and Corporate Policies and Procedures are reviewed on a regular basis by Senior Management leading to improvements, changes and the definition of new quality goals aligned to business objectives. The Quality Policy and Quality Manual are communicated during internal trainings to all newly hired employees and are available across the company via formal internal communication means.

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The quality culture that extends throughout Netcompany-Intrasoft provides a guarantee to our customers that we are in continuous pursuance of quality improvement of our products and services and that there is a strong and unified commitment from our Leadership and our people towards this goal.