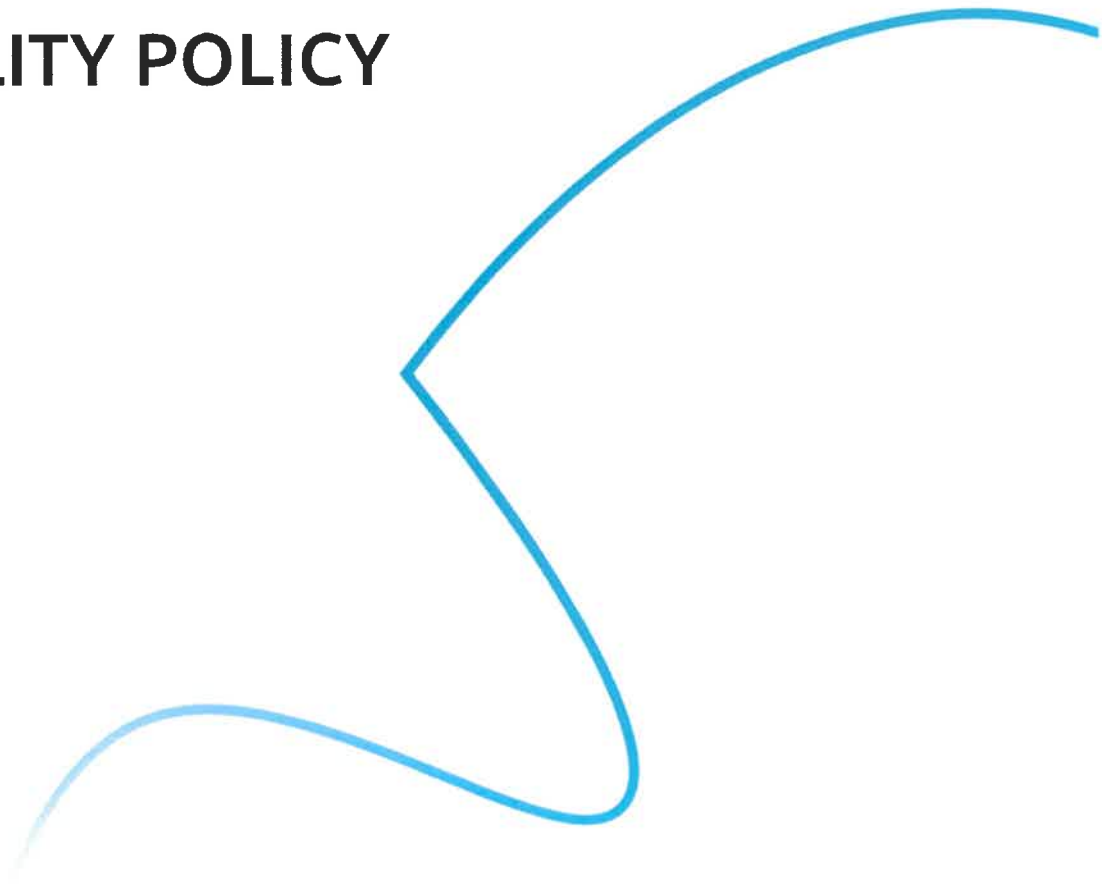


QUALITY POLICY



CT



Change History

Date	Version	Author	Description	Approved
2022/12/19	EN1.0	Teresa Leça	Created based on the merger of the existing quality policies at Capgemini and Capgemini Engineering Portugal	Cristina Rodrigues



Quality Policy

Capgemini Portugal aims to promote the success of its customers businesses, stimulating its development, growth and improvement of its profitability. While ensuring a quality service, Capgemini Portugal puts all its capacities to the service of needs and expectations of customers and stakeholders, through selection and retention of the best employees, partners, as well as working with efficient tools and methodologies, and maintaining the respect for its values.

To reach our targets and comply with all legal and other applicable requirements, we commit to:

- I. **Focus:** The permanent focus on the Company Mission, is driven by economic, social and environmental strategic goals that allow the company's sustainable development in the short, medium, and long term. We develop efficient processes, monitored regularly and clearly oriented to all applicable requirements, needs and expectations of customers and other relevant stakeholders;
- II. **Continuous improvement** - Top Management, through consistent leadership and commitment, bears the responsibility for establishing and continuously improving its Quality Management System, ensuring that is compatible with its strategic direction, purpose and context. Everyone's participation and involvement is expected, for the benefit of customers and all interested parties.
- III. **Knowledge management:** focusing on the knowledge and development of the full potential of all people - individual and teams - is an essential condition for ensuring customer satisfaction and process efficiency. Through Internal training, Capgemini Portugal provides all employees the necessary skills to carry out their roles, acquire new skills and deliver projects and services in response to customer's needs;
- IV. **Partnerships:** We develop a network of leading technology partners in the market, to increase added value for projects and services delivered to our customers. When selecting and evaluating suppliers and subcontractors, we adopt a fair and rigorous conduct;
- V. **Client satisfaction:** Within the spirit of collaboration established with our customers, we help them achieve tangible results, efficiently and sustainably, based on knowledge sharing. A periodic assessment of customer's satisfaction, requirements, needs and expectations, and appropriate treatment of identified improvement areas is a goal to be shared by all.
- VI. **Monitoring:** The Quality Management commitment assumed by the company should be systematically and progressively reviewed and shared by the entire management team, based on compliance with legal, regulatory and organizational requirements. The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility taking accountability of the effectiveness of the quality management system.

We assume a total commitment to quality, which is reflected into everything we do and how we do it: "On time and At Client Expectations".

This policy is disclosed to all employees and relevant stakeholders.



CAPGEMINI PORTUGAL, S. A.
A Administração



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 325,000 team members more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

Get the Future You Want | www.capgemini.com



This document contains information that may be privileged or confidential and is the property of the Capgemini Group.

Choose an item. Copyright © 2022 Capgemini. All rights reserved.

