ER&D QMS

Portugal Quality Efficiency Policy

General Information

Template Information

Template Name	Version	Language	Date
T-WDT(WordDocumentTemplate)-EN	17.0	EN	2022/08/05

General

Context	ER&D QMS
Document Title	Portugal QE Policy
Reference	CapgeminiEngineeringPT-QE-PortugalQualityEfficiencyPolicy

Distribution list

Name	Function	Organization
Capgemini Engineering Portugal	-	-

Table 1: Distribution List

Change History

Date	Version	Author	Description	Approved
2017/04/28	0.1	Ana Rodrigues and Cristina Batalha	First Version of the policy in this format.	-
2017/05/02	1.0	Ana Rodrigues and Cristina Batalha	ADMS Policy approval	Susana Chaves, Maria Penedos, Júlio Santos, Janet Nason
2017/07/31	1.1	Ana Rodrigues	Incorporate the changes recommended during first assessment of ISO 20 000. Included all the policy requirement of ISO 20000.	-
2017/09/04	1.2	Rui Gonçalves and Ana Rodrigues	Revision of the version 1.1	-
2017/09/08	2.0	Ana Rodrigues, Teresa Leça, Rui Gonçalves, Délio Moreirinha	ADMS Policy approval	Susana Chaves, Maria Penedos, Júlio Santos, Janet Nason, António Machado
2018/05/28	3.0	Ana Rodrigues	Committee update	Maria Penedos, Bruno Casadinho, Susana Chaves, Franck Gormand,

				Paulo Alvarez, Rodrigo Maia
2019/09/20	4.0	Ana Rodrigues	Policy revision to incorporate ISO 13485 and TISAX requirements. Committee update.	Advisory Board
2021/02/09	5.0	Ana Rodrigues	Updated PO to GPO, removed versions of certifications and included positive risks	IMS and ADMS Committee
2023/02/08	6.0	Rosa Carchena	Document name update. Legal entity name change. ADMS replaced with EDMS. GPO replaced with BDR. General changes to include new Capgemini concepts. EDMS Committee update.	IMS & EDMS Committee
2023/09/11	7.0	Rosa Carchena	Update to ER&D QMS	Steering Committee

Table 2: Change History

Reference Documents

This process references the latest approved and published version of the following documents:

Document	Author	Remarks
ISO 9001:2015	ISO	NA
ISO 20000:2018	ISO	NA
ISO 13495:2017	ISO	NA
CMMI model v2.0	CMMI Institute/ ISACA	NA
Automotive SPICE model V3.1	VDA	NA
TISAX model v5.0.4	VDA	NA

Table 3: Reference Documents

Table of Contents

1 Context

ER&D QMS is the reference system that addresses in depth and technically, engagement management related activities that must be performed to deliver a certain service, solution or product to the client, as well as, support activities that guarantee the success of engagements with responsibility (Supervised Staff Augmentation, Build and Run engagement types) within the Engineering, Research and Development (ER&D) Global Business Line in Capgemini Portugal (also known as Capgemini Engineering).

The processes described in ER&D QMS involve all ER&D stakeholders who are part of Bid, Delivery & Risk (BDR) engagements (projects and services), from directors and sales, to architects, experts, solution managers, engagement managers, engineering leaders and engineers. Clients and suppliers are also stakeholders in these engagements. They are involved, if there are Supplier Agreement Management activities and Engagement Management activities that require their participation. These stakeholders will have to provide some specific inputs to our processes, but mostly will benefit from well-structured and clear outputs that will contribute to engagements' success.

2 Portugal Quality Efficiency Policy

Capgemini Portugal ER&D's commitment to engagement delivery:

1. This policy is aligned with the remaining policies that exist at both Capgemini Portugal and Capgemini Group that are applicable to the entire organization.

2. Provide an adequate quality management for engagements (projects and services) at Capgemini Portugal ER&D.

3. Assure the compliance of current legislation, regulatory authorities and regulations, information security, computing, security of buildings and facilities, ethical behavior of employees and third parties involved in the use of information contained in ER&D QMS (Quality Management System).

4. The Bid, Delivery & Risk (BDR) contributes to the organizational objectives, in particular those regarding financial targets, through the implementation and delivery of engagements that fulfil the agreed contractual parameters. Also, contribute in the simplification and optimization of processes and resources by supporting the ER&D QMS continuous improvement.

5. The BDR follows the ER&D QMS processes that comply with the ISO 9001, ISO14001, ISO 27001, NP4457, ISO 20000 and ISO 13485 standards, the ASPICE model, TISAX Maturity Level 3 with Very High Protection and the CMMI-DEV Maturity Level 3 and Level 5 model, which allow for corresponding certifications and maturity ratings.

6. The engagements developed in the scope of the BDR focus on the rigorous application of project management practices (based on PMBoK) and service management practices (based on ITIL), as a way to deliver quality products, solutions and services to clients in the agreed contractual terms.

7. All engagements must have budgeting and accounting for all their components. Distribute indirect costs and allocating direct costs to engagements, to provide an overall cost for each project and service. Ensure effective financial control and approval.

8. Increase the efficiency of the delivery and support processes, analyzing lessons learnt and improvement suggestions, always with focus on the engagements' delivery continuous improvement.

9. Assure the compliance of the service level agreements and other contractual obligations between Capgemini Portugal ER&D and its clients and suppliers as well as management of possible incidents and problems.

10. Ensure the establishment of a release policy stating the frequency and type of releases, in agreement with the clients.

11. Ensure the provision of resources.

12. The human resources team that participates in BDR engagements has both the adequate skills and training which enable them to perform their designated and accepted roles and tasks.

13. Ensure the capacity to respond to emergency situations, establishing business continuity plans that should be periodically reviewed, updated and validated.

For risk management the policy is:

14. Define a risk and opportunity management system, compliant with the requirements and best practices provided by the standards and models stated above, that can detect, analyze, report, act and correct potential threats, exploit opportunities or gaps on Capgemini Portugal ER&D's engagements, including information security and/or shortcomings in the defined service level agreements.

15. Define a dedicated risk management strategy for Medical Device products based on ISO 14971 requirements.

16. Reduction of the risks associated with service delivery continuity, protecting the infrastructure that supports the services and the information managed by them against any undue, accidental or deliberate of internal or external origin, preventing possible security incidents and reducing their potential impact.

For change management the policy is:

17. Ensure the fulfilment of the requirements for design and transition of new or changed services.

18. Ensure that all the CIs (Configuration Items) are under the control of change management, and all changes are analyzed according to the defined criteria to determine changes with the potential to have a major impact on services or the client.

The ER&D's management team from Capgemini Portugal, S.A. is committed to support the objectives and principles of this policy, and to ensure the necessary means for its implementation and maintenance.

Approval by the Steering Committee, on the 26th September 2023 (Organized by first name and alphabetic order).

_____
Bruno Santos
(Head of Sales & Portfolio ER&D)

_____
Carlos Morais
(Head of Controlling ER&D)

_____
João Faria
(Head of Delivery ER&D)

_____
João Neves
(Head of T&I ER&D)

_____
Luís Araújo
(Heaf of Operations ER&D – SW Eng.)

_____
Maria Penedos
(Managing Director ER&D)

_____
Natalina Sanches
(Head of HRBP ER&D)

_____
Rui Dinis
(Head of Operations ER&D Connectivity)

About Capgemini Engineering

Capgemini Engineering combines, under one brand, a unique set of strengths from across the Capgemini Group: the world leading engineering and R&D services of Altran – acquired by Capgemini in 2020 - and Capgemini's digital manufacturing expertise. With broad industry knowledge and cutting-edge technologies in digital and software, Capgemini Engineering supports the convergence of the physical and digital worlds. Combined with the capabilities of the rest of the Group, it helps clients to accelerate their journey towards Intelligent Industry. Capgemini Engineering has more than 52,000 engineer and scientist team members in over 30 countries across sectors including aeronautics, automotive, railways, communications, energy, life sciences, semiconductors, software & internet, space & defense, and consumer products.

Capgemini Engineering is an integral part of the Capgemini Group, 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/engineering