

## Quality Policy

Icomera provides internet connectivity and application platforms, integrated systems connectivity, digital solutions, along with the delivery of design led projects from concept to implementation for passenger & freight transportation and public safety systems. Icomera is committed to providing a high standard of products and services to all of our clients. With the aim to achieve our mission of promoting green mobility by making public transport a better, more attractive option for passengers.

Our client relationships are our primary concern. Our objectives are to increase client focus, listening to and addressing their needs and to provide competent and experienced professionals to engage with our clients. Enabling Icomera to deliver high quality and effective digital products/services and engineering design solutions.

We will ensure these objectives are met through the development and enhancement of our products, digital solutions, post installation support services and comprehensive engineering services. Along with the appointment and training of competent people and the provision of adequate resources to meet our clients' needs and any applicable legislative and regulatory requirements.

We will further ensure these objectives are achieved through the application of a business management system which satisfies the requirements of the latest issue of ISO 9001. Icomera's Global Management Team will monitor, review and strive to continually improve, the performance of our systems and processes.

We will ensure the effectiveness of our Quality Management System is maintained and continually improved, by utilising feedback from our customers, systems and employees and by the setting and monitoring of objectives during Management Review.

Each of our Global Management Team is accountable for reinforcing the requirements of this policy, and are committed to ensuring the defined requirements and the aspirations of our corporate policy are achieved.

We entrust our policy to all our employees, and look to their support and professionalism in making this policy truly effective in undertaking duties on behalf of Icomera.

## Document Information

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2020.08.26	2.0	Complete update of the quality policy
2020.09.03	2.1	Language improvements
2021.07.26	3.0	Complete update of the quality policy