

## Quality Policy

Icomera provides mobile connectivity and a range of solutions that rely on reliable and seamless connectivity, along with the delivery of engineering design-led projects from concept to implementation, for passenger and freight transportation. Our vision is of a smarter, safer, greener future for everyone.

Icomera is committed to providing a high standard of solutions and services to all our clients, with the aim to achieve our mission to make public transport a better, more attractive option for passengers.

Client relationships are our primary focus. Our objectives are to increase client orientation, listening to and addressing their needs and to provide competent and experienced professionals to engage with our clients. This enables Icomera to deliver high quality and effective solutions and services.

Icomera will ensure that

- these objectives are met through the continuous development, including methods for failure prevention, and enhancement of our solutions and services.
- by appointing and training competent personnel and supporting them with the provision of adequate resources, Icomera will meet our clients' needs and deliver against the applicable standards and specified requirements of our offerings.
- these objectives are achieved through the application of a Quality Management System which satisfies the requirements of ISO 9001.
- the effectiveness of our Quality Management System is maintained and continually improved, by utilising feedback from our clients, systems and employees and by setting and monitoring objectives during Management Reviews.

Each member of Icomera's Global Management Team is accountable for reinforcing the requirements of this policy, and are committed to ensuring the defined requirements and the aspirations are achieved.

The Global Management Team entrusts this policy to all our employees, and expects their support and professionalism in making it truly effective in undertaking duties on behalf of Icomera.

## Document Information

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