



Quality Policy

Icomera's mission is to be the rail industry's trusted partner for the Smart, Connected Journey, making public transport smarter, safer and more attractive. It pursues this through Ingenious Technology - the latest hardware and software for dependable connectivity, Intelligent Solutions – connecting rail vehicles to the cloud, and Inspiring Partners - collaborating closely with clients on network connectivity and design-led projects based on a shared vision. We are the long-term partner to our customers, offering innovative and reliable solutions to them and their users.

This Quality Policy defines the principles, responsibilities and targets guiding Icomera's decisions and daily actions.

Icomera:

- attracts, develops, and retains skilled personnel through structured recruitment, continuous training, and alignment with evolving customer expectations
- aim to deliver on service excellence through our measured objectives on Customer Satisfaction and Quality of Service
- achieves quality objectives through the effective implementation and maintenance of a Quality Management System satisfying the requirements of ISO 9001
- measures and drives continuous improvement through proactive failure prevention, ongoing development, and enhancement of our solutions and services
- continually improves the Quality Management System by leveraging feedback from customers, systems, and employees, and by setting and reviewing measurable 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 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.

Signed by:

Catherine Chardon

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Catherine Chardon, CEO, Signed on behalf of Global Management Team

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