

# Quality Policy

Enento Group Quality Policy

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**Enento Group**

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## Policy regarding Quality

Enento Group's services are a trusted and integral part of our customers' processes.

We work constantly to ensure high quality throughout our operation and improve our quality and performance. We have adopted process approach and we implement applicable quality methods to ensure our delivery.

### Scope

This quality policy currently applies to Suomen Asiakastieto Oy and UC and will be applied to all parts of Enento Group. This will include business areas and functions and all staff in Enento or any entity to which Enento has outsourced service production in whole or in part.

### Policy Statement

Customer satisfaction is a strategic goal and guides the group's operations.

Enento Group shall

- Comply with applicable legal requirements as well as any terms and conditions agreed with customers or suppliers regarding services and operations in general
- Identify risks and opportunities and plan and conduct required actions
- Continuously monitor and develop its operations

### Quality management

To ensure the high and consistent quality of our services and operations, we have a quality management system.

The quality management system is part of the Group's management system and helps management guide the organisation's operations in accordance with strategic goals.

Enento Group's ISO 9001:2015 compliant quality management system supports the organization in meeting the expectations and requirements of our customers and stakeholders, including regulations and laws as well as other group policies and ensuring the implementation of the group strategy as effectively as possible.

### Quality goals

- We provide solutions to the customer according to agreement and always strive to exceed the customer's expectations.
- We continuously work in a common way to reach best quality for our customers and employees.
- To meet the needs of our customers we involve them and measure and develop our processes continually.
- As a company, we will always strive to deliver sufficient and consistent quality of services with a

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strong customer focus in everything we do.

- We enthusiasm and enable employees at all levels to participate and contribute to business improvements throughout the value chain from development to customer.

Enento Group, 15<sup>th</sup> December 2022

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