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EMEIA Quality Master Policy

Master Policy Statement

Fujitsu EMEIA will continuously improve the way we work to ensure that the systems and services we deliver to our customers and our people meet or exceed expectations in alignment with our appetite for risk through the deployment and ongoing maintenance of an EMEIA Business Management System (EBMS) and adherence to Fujitsu EMEIA's strategic direction and objectives as defined in the Mid Term Plan (MTP).

All Employees shall act in accordance with the requirements of the EBMS, whilst identifying and escalating risks and opportunities for improvement.

The Governance Function will manage and maintain our registrations through assessment of compliance with and continuous improvement of the EBMS, compliance with which enables Employees to conform to required industry standards, models, codes of best practice, the law and regulations.

The managers of Business Units shall ensure that all Employees are aware of the EBMS and how any local procedures and working practices interact with elements of the management system.

Authority & Accountability

All Employees and Contractors are accountable for fulfilment of our contractual obligations and compliance with this policy. Fujitsu EMEIA's registration/compliance with industry standards, models and codes of best practice is a key qualification for trading with our customers. Nonconformity places Fujitsu EMEIA's registrations at risk and undermines its business proposition, namely standardization and continuous improvement for greatest cost-effectiveness.

The Policy Owner shall:

- a) Ensure that all relevant Employees are aware of and, where appropriate, trained in the operation of this Policy and any changes to it;
- b) Ensure that any changes to the Policy or its associated Processes are duly authorized, for example by a suitable Governance Meeting;
- c) Submit a regular report on the effectiveness of this Policy to the EMEIA Corporate Governance, Risk Management & Compliance Committee;
- d) Ensure that Processes are specified and maintained to enable Fujitsu EMEIA to achieve its strategic objectives in respect of this Policy.

Governance Function

The Governance Function is responsible for the ongoing management of the EBMS on behalf of Top Management who are accountable for its effectiveness as defined in ISO 9001. These responsibilities include:

- a) Ensuring conformance with adopted standards;

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- b) Processes deliver their intended outputs
- c) The performance of the EBMS and compliance with it is reported on;
- d) Opportunities for improvement are identified;
- e) Customer focus is promoted throughout the organization;
- f) That the integrity of the EBMS is maintained during periods of change.

Business Units

The Business Units (and Top Management) shall determine the standards, legislation and regulations with which they wish to comply in alignment with the Global Quality Policy of Fujitsu Group and the MTP such that the EBMS can be maintained as a fully integrated management system and shall define measurable quality objectives.

Employees

Each Employee in the organizations to which this Policy is applicable (see below – Applicability) must comply with it and with its associated Processes, which are published in the EBMS.

Any Employee found to be in breach of any Policy may be subject to disciplinary proceedings that may lead to dismissal.

Applicability

This Policy applies to Fujitsu operations in EMEIA. This means that all Employees, Contractors, Working Partners and businesses carried on by Fujitsu Services Holdings PLC, Fujitsu Technology Solutions (Holding) BV and their subsidiaries, whether they be incorporated within Fujitsu EMEIA or not, and any other company or organization that is managed by the Head of EMEIA Region, except to the extent, if any, stated under Exemptions below, must comply with it.

Exemptions

None.

For Further Information:

Contact: Head of the EBMS