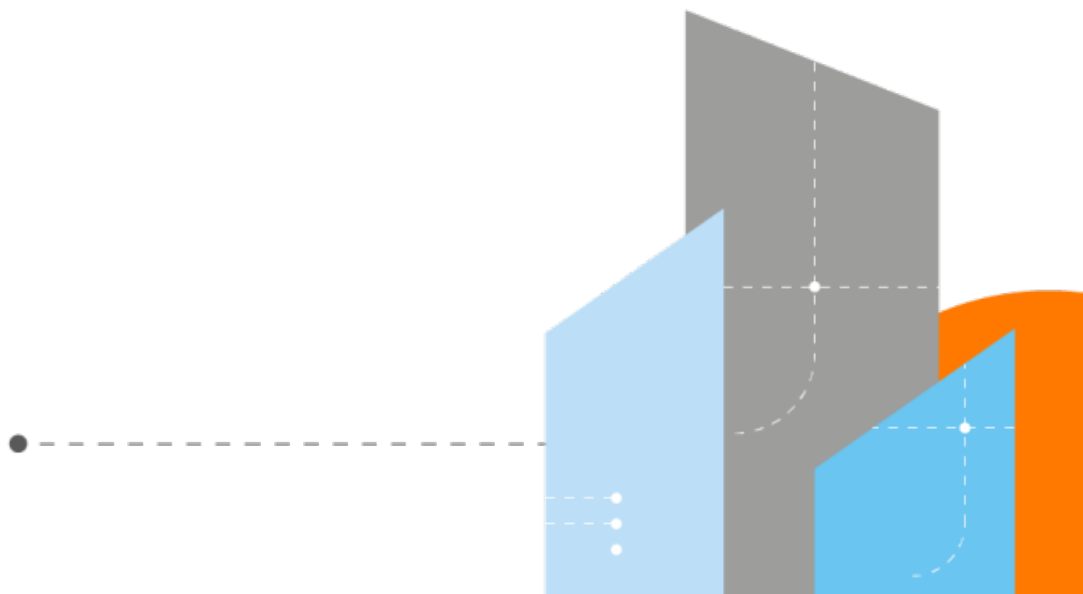


Quality Policy 2.0



Orange Cyberdefense Sweden - Quality Policy

Orange Cyberdefense Sweden provides cybersecurity and networking products, solutions and services to customers globally. Our clients include well-known banking, retail and insurance brands in the market as well as government and other organizations and they put great trust in us to help them protect and safe-guard their most valuable information. They value us for our knowledge, professionalism and service. Meeting and exceeding our client's expectations in these areas is therefore key to our business.

Our commitment to our customers include:

Expertise

Orange Cyberdefense Sweden shall at all times be at the forefront of the knowledge frontier when it comes to cybersecurity and networking. This means that we shall recruit and continuously train the best people available, have processes and systems in place in order to systematically build cybersecurity and networking intelligence and apply this knowledge when needed.

Professionalism

Professionalism to us means that we shall at all times act in a consistent and predictable way according to our procedures and professional code of conduct and always with the best interest of our customers in mind.

Service

Service to us means that it shall be easy for our customers to contact us, we answer our customers in due time and in a friendly and professional manner. Service also means that we act promptly and proactively to solve any questions or issues related to our products and services.

Our KPIs and continuous improvements:

By actively monitoring and measuring customer satisfaction, progress in defined areas and the performance of our processes we strive to continuously improve quality.

The measurement method we use is our Vital Few Strategic KPIs, these are strategic KPIs aligned with Orange Cyberdefense Sweden strategy and critical success factors

Society:

Orange Cyberdefense wants to be a part of a larger context. Therefore it is important for us to follow and be compliant to all national and international regulation laws.

This Quality Policy is constantly reviewed by our country management team on the monthly management meetings. Non-conformities are defined and followed up.

Malmö January 2021

Johan Borgudd Quality Manager, on behalf of the Country Management Team