

1. QUALITY POLICY – MANAGEMENT COMMITMENT

Customer satisfaction is for EDISOFT a strategic priority.

The Quality Policy guides us towards a personalized relationship with our customers; guarantees the compliance with legal and other applicable requirements within the scope of Quality and, for the continuous improvement of our products, services, and quality management system.

Members of EDISOFT functional team and EDISOFT managers are aware of their role regarding our mission, principles and vision established by the Administration, through the Quality manual.

Mission, Principles, and Vision

Mission

Delivery of innovative solutions focused on the security of our customers' critical systems, such on land, sea, air, space and cyberspace, through a technical team of excellence, assuring that the main Portuguese Aeronautics, Space, Security and Defense entities access the most advanced technologies during conflict and peaceful periods.

Principles

EDISOFT's guidelines are disclosed considering the commitments made between the Organisation and its employees, customers, investors and the community. The guidelines steer the company towards a positive leading attitude in the market segment.

Therefore, the following main guidelines are considered.

- Customer satisfaction
 - Build and foster a lasting relationship with customers, differentiating ourselves by the quality of pre and after sales services as well as proposing solutions that meet customer needs
- Personal Development
 - Recognize that people are the pillar of EDISOFT success
- Innovation
 - Innovation is key to EDISOFT development, growth and profitability
- Teamwork
 - Working as a team and sharing knowledge in order to meet the needs of our customers, is another key factor

Vision

Be the leading Portuguese reference on the development and integration of critical systems for Aerospace and Defence, internationally recognized for its Maritime Security activities

Paço de Arcos, 2 of April 2018

Edisoft, Empresa de Serviços e
Desenvolvimento de Software, S.A.

Presidente do Conselho de Administração



João António da Costa Araújo
Chairman of the Board of Directors