

QUALITY POLICY

TEMPLATE DOCUMENT VERSION HISTORY

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1 Purpose

The Quality Policy is our highest level of commitment to deliver quality services and positive experiences to our clients. It is the overall guiding principle for all our actions and addresses all aspects of what we deliver. The Quality Policy holistically covers how we bring together international and client standards relevant to our contractual and business needs.

2 Background

The quality of our services is key to success of - Dedalus UK Bidco Limited (“Dedalus”) also known internally as “Helsinki”.

To realize our vision, we leverage our values:

- **Embracing people and challenges:** we care about our people, our customers and their patients, embracing their challenges with an enduring determination to succeed.
- **Achieving excellence together:** doing something better than we did the day before, despite it being difficult or challenging, developing everyone’s talents and qualities, valuing our relationships and our community.
- **Innovation at scale:** we passionately cultivate innovation, having the opportunity to test it in multiple international contexts and rapidly bringing it to scale.
- **Personal accountability:** as essential way of acting in our daily work.
- **Pursuing diversity and inclusion:** by getting to know our people better and leveraging the richness created by diverse teams, where the special perspective of each individual member counts.

3 Applicability

This policy applies to all staff, contractors and representatives of Dedalus while acting on behalf of Dedalus or any of its directly or indirectly majority-owned or controlled subsidiaries.

4 Policy

Dedalus is committed to quality as an integral part of a total business strategy, with the goal of achieving market leadership, growth and enhancing client loyalty by continually improving our capability to identify, develop and provide profitable products, services, and experiences that are valued by our clients.

Our purpose is simple: to be our clients' preferred partner on their digital transformation journey. This purpose shapes our vision a digitally- enabled healthcare ecosystem where all stakeholders actively collaborate across the continuum of care to improve each citizen's health outcomes.

With our innovative framework of comprehensive and process-oriented solutions, we enable the revolutionary digital transformation of healthcare ecosystem in these 5 areas of intervention

- Mission critical IT infrastructure
- Mission critical Healthcare Platforms
- Modernisation of proprietary and 'closed' healthcare applications
- Creation of a 'Digital Front Door'
- Multi-Resource Demand and Supply planning optimisations

The above stated objectives can be achieved by:

- Focusing our business efforts on anticipating and responding to client needs.
- Striving for on-time delivery of defect-free services while providing best value to our customers.
- Complying with quality models, frameworks, legislation, industry Codes of Practice, corporate agreements with other parties and international standards (such as Quality management, Information security management, Data privacy management, Environmental management, Business continuity management, Health & Safety, etc.) as may be defined in contracts.
- Planning for process improvement efforts to maximize efficiency and productivity.
- Preparing employees to apply process improvement tools and techniques.
- Delivering agreed client commitments

5 Communication

The policy shall be communicated to everyone in scope, published within the organization and made available to the interested parties as appropriate.

6 Violations

Any employee who knowingly violates or attempts to violate this Policy shall be subject to disciplinary action, up to and including separation from Dedalus.

7 Compliance

Every manager is responsible for the implementation of this policy and the policy provides the framework for establishing and reviewing local deployment strategies and goals. Helsinki 's Integrated Management System, as documented in the SharePoint portal, is directly supporting the Quality Policy objectives and is expected to serve as the basis for its implementation. This policy is reviewed for continuing suitability on a yearly basis or upon changes that impact this policy. Compliance and understanding of this policy will be monitored through quality audits.

The policy is approved by Senior Management.