

Dedalus Helsinki

Global Service Management
Policy

ISO 20000-1

Confidentiality Notice

Information in the following constitutes confidential information of DH Healthcare and is labelled “DH Healthcare Internal Use Only”. This information is meant for distribution only for entities certified to IS 632995 & BCMS 545536 unless specifically mentioned otherwise. This management system manual contains information about current DH OpCo business, processes, and service programs that may be enhanced or discontinued at DH OpCo’s sole discretion. Printed copies of this training are deemed uncontrolled and should be used only for reference. At all times the content of this document stored online in an authorized SharePoint will be deemed original & valid and all other copies as either reference or plagiarized or as null & void. If there are any concerns, questions, or issues regarding this Confidentiality Notice, please contact the author.

Document Control

Ver. #	Version date	Updated by	Reviewed by	Approved by	Affected section and description of change
1	14-Sept-2021	Jenny Akini	Christian Whittingham	David Lee	Initial Document

Distribution List

To	Organization represented	Action
Sonu Mathur	Global QMS	Review
Global Core Team – Compliance Specialists	Global QMS	Review
Intranet SharePoint	Global QMS	Store
David Lee	Global QMS Director	Approval

CONTENTS

Contents **3**

1 Summary..... **4**

1 Summary

Dedalus UK Bidco Limited is committed to quality as an integral part of a total business strategy, with the goal of achieving market leadership, growth and unparalleled client loyalty. The Company will achieve this by continually improving its capability to identify, develop and provide profitable products, services, and experiences that are valued by our clients. The company's aim is to provide products and services that underpin safe care, are highly usable and readily integrated.

Dedalus UK Bidco Limited embraces continual improvement which the company believes is fundamental to remaining competitive and to meeting the challenges of an ever changing business and technical environment.

The company's primary focus is on safety, consistency, reliability, responsiveness and security while providing innovation and continual improvement necessary to support our clients' success in healthcare and life sciences.

We will do this 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, Service management, Business continuity management) as defined in our contracts.
- Demonstrating environmental and social responsibility appropriate to the nature and scale of our activities, products and services.
- Undertaking process improvement to maximize efficiency and client loyalty.
- Enabling employees to apply process improvement tools and techniques.
- Documenting our specific commitment to each client in the relevant client agreement.