



Document I.D.	Eficode Group Quality Policy Group statement setting out our commitment to, and framework for, quality assurance.
Owner	Management Team of Eficode Group Oy
Version	1.0
Initial Issue Date	Implemented by resolution of the CEO and Management Team of Eficode Group Oy on 10th September 2025.
Most Recent Issue Date	n/a

Version n:o and Issue Date	Latest Review Date	Summary of Changes
1.0 / 10th September 2025	10th September 2025	Initial version

At Eficode we are dedicated to delivering exceptional quality in every aspect of our business. Our commitment to quality is driven by the following principles which are derived from our strategic building blocks and company values:

1. **Customer Focus:** We commit to understanding our customers' needs and expectations, striving to exceed them in every product and service we offer. With our work, we transform businesses into modern software-driven organizations. We actively build leading-edge consulting practices and offerings that differentiate us in the market. Our goal is to build lasting relationships based on trust, value, and performance.
2. **Leadership:** Our management team leads by example, fostering a culture of integrity, ethical behavior, and a commitment to quality.



3. **Engagement of People:** We recognize that our employees are the heart of our quality. We strive to bring together the best talent, united with a common mission. We invest in our ability to recruit, train and retain our expertise. We are committed to their ongoing training, development, and involvement. By empowering our team, we foster a culture of innovation, collaboration, and continuous improvement.
4. **Ensure operational excellence:** We understand that a well-defined process results in consistent and predictable outcomes. We will develop and improve our internal ways of working, investing in scalable tools, processes and infrastructure across the Eficode group. Our operations are designed to add value, increase efficiency, and ensure quality at every step of our processes.
5. **Improvement:** Continuous improvement is the cornerstone of our quality policy. We are committed to regularly reviewing and enhancing our processes, products, and services to meet and exceed the evolving needs of our customers and the industry standards.
6. **Evidence-Based Decision Making:** Our decisions are based on the analysis of data and information. This approach ensures that we are objective, focusing on what truly matters for quality enhancement.
7. **Relationship Management:** We value our relationships with our partners, suppliers, and all other interested parties. We work closely with them to improve our processes and services continually.
8. **Commitment to Compliance:** Eficode is fully committed to complying with all applicable legal requirements, and applicable industry standards and requirements. We are dedicated to developing a robust quality management system that supports our quality policy and objectives.

By adhering to these principles, we uphold our dedication to quality, continuous improvement, and customer satisfaction. This policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets in this area. This policy will be regularly reviewed in line with our strategic direction and commitment to operational excellence. We ensure that this policy is available to relevant interested parties, as appropriate.