

Definitions

“Company” means Fujitsu Limited and relevant Fujitsu Group companies.

“Organization” means a unit that carries out quality activities in business and operations. This includes divisions, companies, and units covering multiple companies such as regions.

“Employees” means directors, officers, and employees of the Company.

“Products and services” mean the following:

- (1) Products and services (including system integration, professional services, etc.), their accompanying items, and the facilities required to provide the services.
- (2) Internal IT systems built within each Company, and their operations and maintenance

Policy Statement

Fujitsu is committed to continually improving the way we work and ensure customer satisfaction is met or exceeded.

Fujitsu in Europe fully supports the directives as documented in the Standard Policy for Quality Management and has appointed two Quality Management Representatives whose responsibility is to ensure compliance with the activities of 1) data driven standardization and regional assurance; 2) quality management systems.

Fujitsu in Europe is responsible for adhering to international and required industry standards, regulations, and legislative requirements, at a regional and country level, in addition to any standards specifically required by individual areas of the business. Adherence to these standards is fundamental to Fujitsu's ability to obtain and maintain the certifications and registrations required by our customers.

Policies, Processes and Exceptions in EBMS

The Europe Business Management System (EBMS) includes policies and processes designed and maintained in conformance with the requirements of relevant international and industry standards, models, and codes of practice adopted by the business. Internal and external audits will be conducted to ensure the EBMS, and associated company intranet pages maintain compliance and uphold our certifications and registrations.

It is the responsibility of everyone within Fujitsu in Europe to follow the policies and processes defined within the EBMS and associated company Intranet pages.

EBMS processes shall be implemented locally to the extent applicable (e.g., through procedures and work instructions). If there is a regulatory or customer requirement to deploy an external policy or process that deviates from the EBMS requirements, an Exception must be approved by the relevant EBMS policy or process manager. All such exemptions from the EBMS will have a defined business justification.

Where non-EBMS processes have been developed locally; these shall be maintained in accordance with certification, registration and compliance requirements and in support of the EBMS. Such local processes shall be subjected to internal and external audits.

Governance of the EBMS and its constituent elements is a responsibility of the senior leadership executives of Fujitsu in Europe.

Quality objectives

Measurable quality objectives, aligned with the Fujitsu in Europe strategy and focused on continual improvement and customer satisfaction, shall be defined and documented at the appropriate business and functional levels.

Management responsibilities

It is the responsibility of management at all levels to:

- communicate and promote the use of the EBMS
- identify, analyse and mitigate risks
- identify, analyse and take advantage of opportunities
- ensure conformance to the Europe Business Management System, and report any exceptions through official channels
- promote a culture of quality and ethical behaviour through values, attitudes and practices to employees
- ensure the resilience of the organisation and its supply chain in the face of risks related to sustainability issues, such as climate change, resource shortages, social impacts, loss of reputation, or new regulations
- support in the arrangement and execution of internal and external audits
- support in the development and implementation of corrective action plans if nonconformities are identified during audits
- establish, communicate, and monitor our Quality Objectives that are designed to support the strategic direction of the European Organization.

Quality and sustainability

Fujitsu in Europe is committed to reducing negative impacts on the environment as described in the Europe Environmental Master Policy. Climate change issues, including the needs and expectations of stakeholders, are inclusive of the Company's Processes and ways of working.

Scope

The Scope of the Policy covers all employees within the Company in Europe.