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SMA Quality Policy

As a leading provider of consulting services and software for railway system planning, quality management is one of our key priorities. From the initial founding of the company, all parts of the business – consulting, sma.software and internal services – have always followed well defined processes for documenting information, procedures and quality management processes. This is formalised in our Quality Management System (QMS).

Since 2019 SMA and partners Ltd, together with its subsidiaries, SMA (Deutschland) GmbH in Frankfurt am Main and SMA (France) SAS in Paris has been ISO 9001 certified.

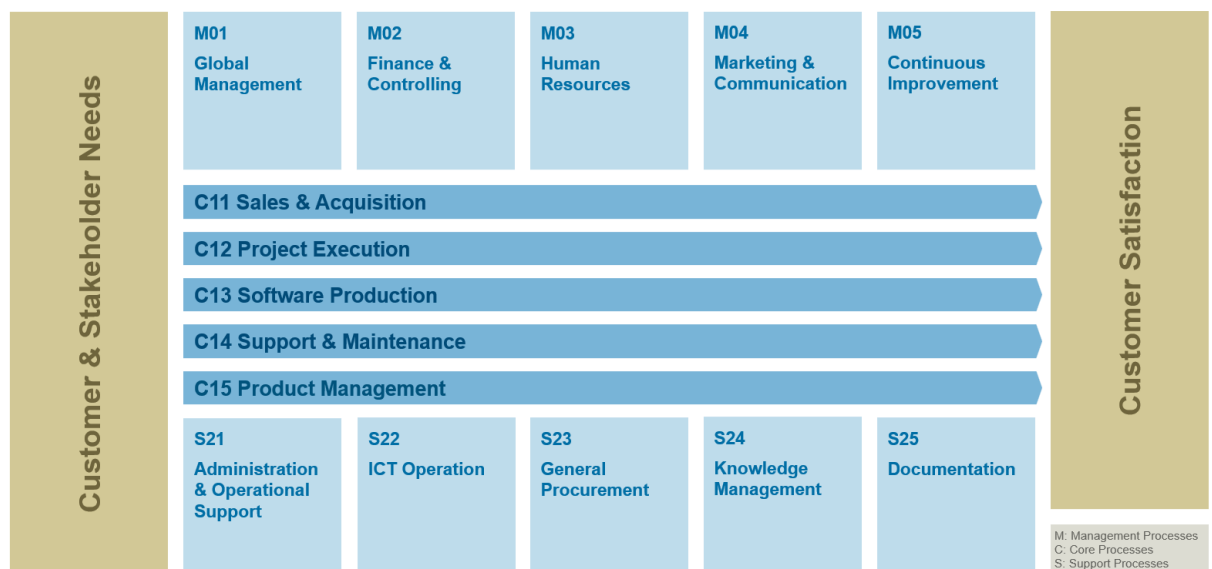
Our quality policy as formalised within our QMS builds on a framework which aligns with our corporate values and beliefs:

- Living our values to make quality the cornerstone of our commitment to excellence. Our **independence** allows us to pursue bold, trendsetting ideas without compromising quality. A **first-class** approach drives our passion for delivering exceptional software and consulting solutions, where reliability is paramount. With a deep conviction for **sustainability**, we set a course for climate-friendly, socially responsible, and economically viable mobility with quality integrated into every step.
- Continuous improvement and quality-driven goals through:
 - Established processes and implementation measures for continuous improvement across functions and divisions.
 - Setting clear, measurable quality targets and reviewing them regularly to assess progress against them and to identify new possibilities for improvement.
- Compliance with standards as a minimum: We comply with all relevant laws and industry standards and recognised best practices, particularly the requirements of ISO 9001 for our formal quality management process, as well as customer rules and regulations.
- Respect for our employees and their working processes and environment with strong internal communications, knowledge transfer, empowerment, support and awareness of our employees' needs:
 - Relevant, continuous and open communication to all employees.
 - Ensuring knowledge transfer between employees and passing on existing know-how to new employees.

- Process ownership and responsibility are distributed across the whole company, group functions and hierarchy ensuring empowered employees working to consistent, cross-company standards.
- Pragmatic and goal-oriented integration of documented information into an easily accessible online QMS with a quality management team responsible for providing support and leadership to all stakeholders.
- Top-down reviews of the whole quality management process, ongoing collection and processing of inputs from process stakeholders, led by the quality management team, ensure awareness of quality processes and any issues requiring action throughout the company.

Our Quality Management System follows the traditional process-oriented approach: We focus on the relevant processes of our daily business and not on organisational structures or hierarchies. The core processes reflect the SMA-specific value chain delivering services and products to our customers:

- Sales & Acquisition
- Project Execution
- Software Production
- Support & Maintenance
- Product Management



The management processes provide the framework in which the core processes are undertaken and the overall governance, while the support processes ensure that the services delivered to our customers are of a consistently high quality.

This quality policy is regularly reviewed and modified as necessary to ensure its ongoing fitness for purpose. The documentation and updating of the quality management system is the responsibility of the Quality Manager, by delegation of SMA's management. The Quality Manager has overall responsibility for the quality control system and is the point of contact for any questions relating to quality management.

All employees are required to follow the processes of the quality management system and will be provided with the full support of SMA's management to do so.