

tieto

Quality Policy Statement

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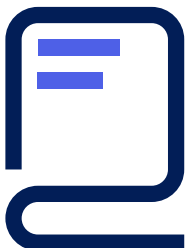
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Purpose

At Tieto, quality is an integrated part of our business processes aimed at creating digital advantage for businesses and society through value-adding services and products. The Quality Policy outlines the overall approach to systematically deliver high-quality products and services that meet customer requirements and expectations. It articulates the company's quality principles, emphasizes compliance with regulations and standards, and fosters a culture that drives innovation and excellence across ways of working.

Objectives

In continuously striving to deliver high-quality products and services, Tieto focuses on ensuring consistent, reliable, and sustainable performance across operations.

The objectives of the Quality Policy are to:

- Enhance customer satisfaction by effectively understanding and designing value-adding solutions to meet customer needs and foster exceptional customer experience.
- Establish quality objectives and targets to deliver on the company's overall goals.
- Adopt a risk-based approach to identify, assess, and maintain risks and opportunities, ensuring that potential impacts on product and service quality are systematically treated.
- Safeguard safety, security and data protection of products and services as well as adherence to ethical and responsible practices.
- Build strong relationships with customers, suppliers, and partners to ensure the quality of inputs or components used in products or services.
- Drive effectiveness and efficiency across operations .
- Safeguard compliance with applicable laws, regulations and industry and certification standards.



Principles

Quality Management in Tieto is based on the following seven principles:

01 Leadership

Top management sets the overarching direction to drive performance and ensure compliance through its Corporate Process Governance, including Policies, Rules, Processes and Procedures, as part of Tieto's Integrated Management System.

02 Process approach

Through systematic process management, Policies, Rules, Processes and Procedures are assessed, designed, implemented, embedded, verified, and improved to achieve the intended outcomes and meet business objectives.

03 Customer focus

Tieto place a strong emphasis on customer centricity by proactively engaging with customers throughout the entire product, delivery or service lifecycle to get insight into customer needs, expectations, and requirements. Feedback from customers is regularly collected and analyzed to drive continuous improvement actions.

04 Evidence-based decision making

Decisions are made based on reliable and relevant data, facts and analysis, supported by systematic risk-based assurance practices, including regular self-assessments, testing, Internal Assessments, external audits and Third-party Attestations. These are used to verify that ways of working systematically deliver customer value and mitigate end-to-end risk exposure within the company's internal and external context.

05 Relationship management

Relationships with stakeholders, including customers, suppliers, partners and subcontractors, are systematically managed based on integrity, transparency, accountability, collaboration and sustainability.

06 Improvement

Performance is regularly monitored through different metrics and key performance indicators to evaluate effectiveness, drive continuous improvement activities and optimize efficiency as a natural part of operations.

07 Engagement

A culture of quality is reinforced to empower employees to contribute effectively to quality management efforts through visible communications, targeted skill building, and best practice sharing.

Document information

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Owner
Head of Quality and Assurance

Approved by
CEO

Tieto is a leading software and digital engineering services company with global market reach and capabilities. We provide customers across different industries with mission-critical solutions through our specialized software businesses Tieto Caretech, Tieto Banktech and Tieto Indtech, as well as Tieto Tech Consulting business. Our around 15 000 talented vertical software, design, cloud and AI experts are dedicated to empowering our customers to succeed and innovate with latest technology.

Tieto's annual revenue is approximately EUR 2 billion. The company's shares are listed on the NASDAQ exchange in Helsinki and Stockholm, as well as on Oslo Børs.

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