



Quality Policy
February 2024

emagine Quality Policy

Introduction

At emagine (emagine Consulting A/S, its subsidiaries, and associated companies; collectively the "Group"), we are committed to delivering exceptional Business and IT consultancy services to our clients across the globe. Our Quality Policy outlines our dedication to meeting and exceeding client expectations, maintaining the highest standards of quality in our services, and continually improving our processes to ensure customer satisfaction, long-term business success and sustainable growth. This Quality Policy serves as a framework for establishing and maintaining a culture of excellence within emagine and provides an overarching guidance for all activities undertaken in emagine.

Commitment to Customer Satisfaction:

We are dedicated to understanding our clients' needs and delivering solutions that meet or exceed their expectations. Customer satisfaction is our top priority, and we strive to build long-term relationships based on trust, integrity, and reliability.

Continuous Improvement:

We are committed to continuously improving our processes, services, and systems to enhance efficiency, effectiveness, and quality. Through regular review, analysis, and feedback, we identify areas for improvement and invest in proactive measures to implement necessary changes.

Compliance with Regulations and Standards:

We adhere to all relevant legal requirements, industry standards, and regulations applicable to our business operations. Our commitment to compliance ensures that our services meet the highest quality and ethical standards, providing our clients with peace of mind and confidence in our capabilities.

Employee Empowerment and Development:

We recognize that our employees are our most valuable asset. We empower our team members to take ownership of their work, encourage innovation, and foster a culture of continuous learning and development. By investing in our employees' training, skills and expertise we ensure the delivery of high-quality services to our clients.

Risk Management:

We proactively identify, assess, and mitigate risks that may impact the quality of our services or the satisfaction of our clients. By implementing robust risk management processes, we safeguard against potential disruptions and uphold our commitment to delivering reliable and consistent solutions.

Communication and Collaboration:

We promote open communication, transparency, and collaboration both internally and externally. Effective communication ensures that all stakeholders are informed, engaged, and aligned with our quality objectives, leading to successful project outcomes and client satisfaction.

Measurement and Monitoring:

We establish key performance indicators (KPIs) to measure our performance against quality objectives and client requirements. Through regular monitoring and analysis of KPIs, we track progress, identify areas for improvement, and drive meaningful change to enhance our service delivery.

Environmental and Social Responsibility:

We are committed to minimizing our environmental impact and promoting social responsibility in all aspects of our operations. By adopting sustainable practices and contributing positively to our communities, we strive to create a better future for generations to come.

This Policy is to be published on our website as our ongoing quality commitment.

Anders Gratte
emagine Group CEO

Appendix 1: Document specification

Document Classification: Public
Version: 5.0
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Document Owner: Monika Jarosz

Revision history

Version	Date	Revision author	Summary of Changes
5.0	02.2024	Claus Flinck	Re-formatting previous Policy version 4 to adhere to group standard template. Policy reviewed.
5.0	02.2024	Greta Pietraszuk, Monika Jarosz	Applying the group standard template. Classification change to "Public". Minor wording changes. Preparing a document format to be published on emagine official website.

Approval

Name	Position	Presenter	Date
Anders Gratte	Group CEO	Monika Jarosz	