

ENGINEERING DELIVERY MANAGEMENT SYSTEM

EDMS Policy



General Information

Template Information

| Template Name | Version | Language | Date |
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General

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|-----------------------|--|
| Context | Engineering Delivery Management System |
| Document Title | EDMS Policy |
| Reference | Capgemini-EDMS-09-EDMSPolicy |

Distribution list

| Name | Function | Organization |
|--------------------------------|----------|--------------|
| Capgemini Engineering Portugal | - | - |

Table 1: Distribution List

Change History

| Date | Version | Author | Description | Approved |
|------------|---------|---|--|--|
| 2017/04/28 | 0.1 | Ana Rodrigues and Cristina Batalha | First Version of the policy in this format. | - |
| 2017/05/02 | 1.0 | Ana Rodrigues and Cristina Batalha | ADMS Policy approval | Susana Chaves, Maria Penedos, Júlio Santos, Janet Nason |
| 2017/07/31 | 1.1 | Ana Rodrigues | Incorporate the changes recommended during first assessment of ISO 20 000. Included all the policy requirement of ISO 20000. | - |
| 2017/09/04 | 1.2 | Rui Gonçalves and Ana Rodrigues | Revision of the version 1.1 | - |
| 2017/09/08 | 2.0 | Ana Rodrigues, Teresa Leça, Rui Gonçalves, Délio Moreirinha | ADMS Policy approval | Susana Chaves, Maria Penedos, Júlio Santos, Janet Nason, António Machado |
| 2018/05/28 | 3.0 | Ana Rodrigues | Committee update | Maria Penedos, Bruno Casadinho, Susana Chaves, Franck Gormand, |



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|------------|-----|---------------|---|--------------------------------|
| | | | | Paulo Alvarez, Rodrigo Maia |
| 2019/09/20 | 4.0 | Ana Rodrigues | Policy revision to incorporate ISO 13485 and TISAX requirements. Committee update. | Advisory Board |
| 2021/02/09 | 5.0 | Ana Rodrigues | Updated PO to GPO, removed versions of certifications and included positive risks | IMS and ADMS Committee |
| 2023/02/08 | 6.0 | Rosa Carchena | Document name update. Legal entity name change. ADMS replaced with EDMS. GPO replaced with BDR. General changes to include new Capgemini concepts. EDMS Committee update. | IMS & EDMS Committee |

Table 2: Change History

Reference Documents

This process references the latest approved and published version of the following documents:

| Document | Author | Remarks |
|-----------------------------|--------------------------|---------|
| ISO 9001:2015 | ISO | NA |
| ISO 20000:2018 | ISO | NA |
| ISO 13495:2017 | ISO | NA |
| CMMI model v2.0 | CMMI Institute/ ISACA | NA |
| Automotive SPICE model V3.1 | VDA | NA |
| TISAX model v5.0.4 | VDA | NA |

Table 3: Reference Documents



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1 Context

Capgemini Portugal has the Integrated Management System (IMS) which is the overall reference system for Capgemini Portugal activities, and by which the ISO 9001, ISO 14001, ISO 27001, NP4457), ISO 20000, ISO 13485, ASPICE, TISAX Maturity Level 3 with Very High Protection and CMMI-DEV Maturity Level 3 and Level 5 certifications and maturity levels are assured.

The IMS quality system addresses mainly the commercial, administrative, and operational activities in Capgemini Portugal. IMS has its own policies and processes that are available in the quality system tools.

The Engineering Delivery Management System (EDMS) is part of the IMS, and is the reference system that addresses in depth and technically, project and service management related activities that must be performed to deliver a certain service, solution or product to the client, as well as, support activities that guarantee the success of engagements with responsibility (Supervised Staff Augmentation, Build and Run engagement types) within the Engineering, Research and Development (ER&D) Global Business Line in Capgemini Portugal (also known as Capgemini Engineering).

There are many intersection points between the two systems. Every time an EDMS process or activity is related to an existent IMS procedure, the EDMS refers to that IMS procedure avoiding as much as possible duplication of descriptions.

The processes described in the EDMS involve all ER&D stakeholders who are part of Bid, Delivery & Risk (BDR) engagements (projects and services), from directors and sales, to architects, experts, solution managers, engagement managers, engineering leaders,, and engineers. Clients and suppliers are also stakeholders in these engagements. They are involved, if there are Supplier Agreement Management activities and Engagement Management activities that require their participation. These stakeholders will have to provide some specific inputs to our processes, but mostly will benefit from well-structured and clear outputs that will contribute to engagements' success.



2 EDMS Policy

Capgemini Portugal ER&D's commitment to project/ service delivery:

1. This policy is aligned with the remaining policies that exist at both Capgemini Portugal and Capgemini Group that are applicable to the entire organization.
2. Provide an adequate quality management for engagements (projects and services) at Capgemini Portugal ER&D.
3. Assure the compliance of current legislation, regulatory authorities and regulations, information security, computing, security of buildings and facilities, ethical behavior of employees and third parties involved in the use of information contained in the IMS (Integrated Management System) and EDMS (Engineering Delivery Management System).
4. The Bid, Delivery & Risk (BDR) contributes to the organizational objectives, in particular those regarding financial targets, through the implementation and delivery of engagements that fulfil the agreed contractual parameters. Also, contribute in the simplification and optimization of processes and resources by supporting the IMS and EDMS continuous improvement.
5. The BDR follows the IMS and EDMS processes that comply with the ISO 9001, ISO14001, ISO 27001, NP4457, ISO 20000 and ISO 13485 standards, the ASPICE model, TISAX Maturity Level 3 with Very High Protection and the CMMI-DEV Maturity Level 3 and Level 5 model, which allow for corresponding certifications and maturity ratings.
6. The engagements developed in the scope of the BDR focus on the rigorous application of project management practices (based on PMBoK) and service management practices (based on ITIL), as a way to deliver quality products, solutions and services to clients in the agreed contractual terms.
7. All engagements must have budgeting and accounting for all their components. Distribute indirect costs and allocating direct costs to engagements, to provide an overall cost for each project and service. Ensure effective financial control and approval.
8. Increase the efficiency of the delivery and support processes, analyzing lessons learnt and improvement suggestions, always with focus on the engagements' delivery continuous improvement.
9. Assure the compliance of the service level agreements and other contractual obligations between Capgemini Portugal ER&D and its clients and suppliers as well as management of possible incidents and problems.
10. Ensure the establishment of a release policy stating the frequency and type of releases, in agreement with the clients.
11. Ensure the provision of resources.
12. The human resources team that participates in BDR engagements has both the adequate skills and training which enable them to perform their designated and accepted roles and tasks.
13. Ensure the capacity to respond to emergency situations, establishing business continuity plans that should be periodically reviewed, updated and validated.

For risk management the policy is:

14. Define a risk and opportunity management system, compliant with the requirements and best practices provided by the standards and models stated above, that can detect, analyze, report, act and correct potential threats, exploit opportunities or gaps on Capgemini Portugal ER&D's engagements, including information security and/or shortcomings in the defined service level agreements.
15. Define a dedicated risk management strategy for Medical Device products based on ISO 14971 requirements.



- 16.Reduction of the risks associated with service delivery continuity, protecting the infrastructure that supports the services and the information managed by them against any undue, accidental or deliberate of internal or external origin, preventing possible security incidents and reducing their potential impact.

For change management the policy is:

- 17.Ensure the fulfilment of the requirements for design and transition of new or changed services.
- 18.Ensure that all the CIs (Configuration Items) are under the control of change management, and all changes are analyzed according to the defined criteria to determine changes with the potential to have a major impact on services or the client.

The ER&D's management team from Capgemini Portugal, S.A. is committed to support the objectives and principles of this policy, and to ensure the necessary means for its implementation and maintenance.

Approval by the EDMS Committee, on 8th February 2023, during the IMS & EDMS Review meeting.

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