

A 3D rendering of a compass rose with a green arrow pointing towards the word 'QUALITY' on a circular scale. The word 'QUALITY' is written in large, bold, orange letters at the top of the scale. The compass rose is metallic and has several points. The background is a dark blue gradient.

**QUALITY**

# **SD WORX NORDICS QUALITY POLICY**

# INTRODUCTION

A background image showing two hikers on a rocky mountain peak. One hiker is standing on a higher rock, reaching down to help another hiker who is climbing up. The scene is set against a bright, hazy sky, suggesting a sunrise or sunset. The hiker being helped is wearing a light blue shirt and dark shorts, while the helper is wearing a plaid shirt and dark pants. The overall mood is one of teamwork and achievement.

Quality is an essential element for SD Worx Nordic's business to ensure customer trust, as our processes involve financial and sensitive data with major impact to our customers' business and operations.

SD Worx is committed to fulfil the set compliance strategy with clear, measurable quality objectives with reasonable requirements from e.g ISAE 3402 and ISO certificates.

The purpose of this document is to describe the top-level policy for quality at SD Worx Nordic and highlight key practices for quality management on a Nordic level.

# SD WORX NORDIC QUALITY OBJECTIVES

- SD Worx Nordic has a fundamental obligation to commit itself to be a reliable and reputable partner in the market and continuously earn customers' trust.
- SD Worx Nordic's quality policy is based on the SD Worx Nordic Code of Conduct and compliance strategy.

SD Worx Nordic's quality objectives are:

- Help (our) customers to succeed and focus on their core business by providing effective and high-quality HR- and Payroll services and products
- Achieve an excellent customer experience and trust by continuously improving the quality of our services
- Operate in reliable and compliant manner in each location by each employee
- Commit to continual improvement of the quality management system
- Continuously improve and develop the business processes to overcome future quality challenges

# SD WORX NORDIC QUALITY PRINCIPLES

SD Worx Nordic's quality management is driven by the following principles:

- Encourage SD Worx Nordic employees to continuously improve the operational performance
- Focus on acting according to our customer promise and keeping the customer value in mind in everything we do
- Continuously develop the knowledge, training and quality mindset in SD Worx Nordic personnel
- Ensure the quality and compliance in development projects
- Measure the quality of processes and ways of working by carrying out internal and supplier audits and reporting the results to respective parties for improvement actions
- Engage all employees to act according to the requirements and recommendations of our quality standards

# OPERATIONAL QUALITY



Operational quality is an ongoing process to ensure SD Worx Nordic acts according to set targets, company values and risk mitigation in its operations. Operational quality management is the responsibility of Quality manager and process owners.

Operational quality contains essential areas, such as:

- Quality controls and requirements, risk mitigations and measures to maintain and improve the level of all stages of quality, e.g., during the process and final quality.
- Both internal and external audits according to SD Worx Nordic audit plan to ensure the high level of quality and to find areas for improvement.
- Continuous improvement activities and projects to refine and develop the processes and ways of working.
- Training, knowledge distribution and awareness management to ensure the personnel can maintain the defined quality posture.

# NORDIC QUALITY & COMPLIANCE MANAGEMENT

## Security certified with ISO 27001:2013

- External Security Operations Center 24/7/365
- High Availability with Cloud
- Continuous staff phishing training

## Quality following ISO 9001:2015

- Risk management (ISO 31000:2015)
- Business Continuity (ISO 22301:2012)
- Annual ISAE 3402 type II for payroll outsourcing services in Sweden (SD Worx Lön) and in Finland (SD Worx W)
- Internal and external auditing

## Privacy certified with ISO 27701:2019

- An extension of ISO 27001 with additional guidelines for data protection
- Cloud delivery with GDPR compliance
- Finnish datacenters
- Continuous & mandatory training for all employees

## Environment certified with ISO 14001:2015

- We aim to reduce our environmental impact in our operations
- We evaluate suppliers' environmental impact
- Hosting partners commit to environmental responsibility and sustainability in their data center operations