

INDRA EXPANDS AND REINFORCES ITS QUALITY MANAGEMENT SYSTEM DUE TO THE RENEWAL OF GLOBAL CERTIFICATIONS

- **AENOR has renewed Indra's general ISO 9001:2015 certification, IRIS certification according to ISO 22163, and EN 9100, EN 9110, and PECAL/AQAP 2110-2310 certifications for aerospace and defence. In addition, the company has been awarded the EN 9120 certificate**
- **The certifications, which encompass 77 workplaces in 14 countries and nearly 20,000 professionals, allow for the implementation of a Global Quality Management Model that facilitates the analysis of supranational information and decision-making and improves management, work in global teams, and customer services**
- **These accreditations acknowledge Indra's commitment to continuous improvement and customer satisfaction and enhance the company's sustainability and competitiveness, allowing it to offer solutions and services to different companies and institutions that demand quality guarantees**

Madrid, August 11, 2020- Indra, one of the leading global technology and consulting companies, has given new impetus to its commitment to continuous improvement, quality, and customer satisfaction due to the expansion and reinforcement of its quality management system by means of several global certifications.

Specifically, AENOR has renewed Indra's certificate of compliance with the international general standard ISO 9001:2015 and other specific quality certifications, including the IRIS certification for the rail industry (according to ISO 22163), the EN 9100 and EN 9110 certifications for the aerospace industry, and the PECAL/AQAP 2110-2310 certification for the defence industry. In addition, Indra has been awarded the EN 9120 certification related to Aerospace Equipment, Quality Management Systems, and Requirements for Aviation, Space, and Defence Distributors.

Indra is one of the few Spanish companies that has obtained the latest and most demanding specific certifications for the railway, defence, space, and aviation industries. Furthermore, it is worth mentioning that Indra is one of the nine national companies that has been awarded the three PECAL certifications (PECAL 2110, 2210, and 2310) by the Spanish Ministry of Defence.

The renewal of these certifications allows Indra to further extend the implementation of its unique, homogeneous, and integrated quality management system, which has already been deployed in 77 workplaces in 14 countries, encompassing a total of 44 group companies and 20,000 company professionals that are committed to complying with these regulations. Specifically, the implementation of Indra's global quality management system includes Spain, Argentina, Brazil, Chile, Colombia, Slovakia, the Philippines, Italy, Mexico, Panama, Peru, Portugal, the Czech Republic, and Uruguay.

The global quality management model ensures an appropriate quality level in each of the projects and operations that Indra develops, as well as the best adaptation and response to customer expectations, especially those of large corporations with global operations. The global model also facilitates the analysis of supranational information to make better decisions and optimize management and work in global teams. Therefore, it is more effective and efficient than local systems implemented in each country.

The accreditations awarded to Indra acknowledge its commitment to continuous improvement and customer satisfaction. They ensure that Indra's products and services comply with the applicable legal and regulatory requirements, certifying the highest quality, reliability, and safety. Furthermore, they enhance the competitiveness of the company since they enable it to offer solutions and services to companies and institutions that demand these quality guarantees before entering into any contract. They make Indra a more solid and sustainable company, improving its response to the expectations of customers and different stakeholders.

As well as ensuring an adequate adaptation of the quality management system to all certified centers, Indra has been working since last year to align global quality objectives with its Strategic Plan and each market context. Indra has also worked on the centralized coordination of quality certifications, optimizing costs, which has enabled it to ensure the fulfillment of business needs and acquired commitments, and expand the scope of certain certifications.

Commitment to clients

The quality certificate based on the international standard ISO 9001:2015 is the most widely used quality management tool in the world. It allows Indra's to bring together its quality management system and its own strategy and business reality, taking into account the analysis of the internal and external context, risk management, and the needs and expectations of stakeholders.

Indra believes that the provision of services and the production of high-quality solutions is essential for the sustainability of the organization and the creation of value for all stakeholders: shareholders, customers, employees, among others.

In addition to the aforementioned certifications, Indra carries out the TMMi level 3 and CMMi Level 3 evaluations to ensure the best practices in engineering and software testing processes and development for activities carried out in Spain and in seven other countries in America, Asia, and Europe. In addition, Indra has the highest CMMi Level 5 record in Air Traffic Management and the Center of Excellence in León, as well as in Minsait due to its Advanced Application Management Services, User Services and Project Development in Spain, Colombia, Mexico, and Peru.

About Indra

Indra (www.indracompany.com) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defence markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value focus and with a high innovation component. In the 2019 financial year, Indra achieved revenue of €3,204 billion, with more than 49,000 employees, a local presence in 46 countries and business operations in over 140 countries.