

Pilotfish®



SUMMARY OF PILOTFISH'S QEDIS POLICY

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	Owner	Approved by	Conf. level	Date	Version
	Marketing Manager	Hanna Kalholm	PUB	2026-04-14	C

History of revision

Date	Revision	Description	Edited by
2025-04-22	A	Creation of the document	Emilie Raspaud
2025-05-21	B	Updated parts in standard fulfilment	Emilie Raspaud
2026-04-14	C	Updated Background with info about 27001 certificate	Hanna Kalholm

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1. Purpose of the document

This document is the summary of Pilotfish policy for **Quality**, **Environmental responsibility**, **Data privacy** and **Information Security**. This document aims to be shared with our customers and prospects upon request and shall be available on our corporate website www.pilotfish.se.

2. Background

Pilotfish Networks AB is certified according to ISO 9001 & ISO 14001 within the scope defined as "Development and operation of fleet management services for the public transport sector."

From 2025 Pilotfish also aims to certify according to ISO 27001.

Pilotfish Networks AB supplies connectivity and cloud-based services to public transport vehicles. Our core offering is based on the installation of a gateway that connects the vehicle network to the Internet. Pilotfish technology is based on standards and IT-architecture from the organisation ITxPT.

The challenges within the field of Intelligent Transportation Systems are great, since the industry is characterized by long complex value chains and technology both in the vehicles and within the cloud services. Pilotfish provide good economics and profitability, rather than just delivering systems. Our clients trust lies in our long experience and thorough knowledge of the systems and clients in the industry.

Quality, Environmental Responsibility, Data Privacy and Information Security are a concern of all staff and areas within Pilotfish Networks AB. Furthermore, the management has overall responsibility for these areas within Pilotfish Networks.

2.1. Standard fulfilment

By the means of regular audits, certifications and recertifications of the IMS will the compliance to the QEDIS policy and the requirements of the international standards ISO 9001:2015, ISO 14001:2015, ISO/IEC 27001:2022 be proven to meet the expectations and the trust of our customers at any time.

Pilotfish management decides on the acceptable level of risk and is committed to provide enough resources for the implementation and operation of the IMS and to support the continual operation of the IMS. To achieve this, all employees must be well-acquainted with the management system and be aware of the relevance and importance of how they contribute to achieving business goals and improving the management system.

Each employee has the right as well as the duty to point out privacy and security related events and as well as improvement potentials for QEDIS to the management. On negligent and deliberate violation of policies and procedures will be reacted appropriately.

The QEDIS policy shall: a) be available and be maintained as documented information; b) be communicated, understood and applied within the organization; c) be available to relevant interested parties, as appropriate. Because of c) is the policy published on Pilotfish official

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website: pilotfish.se. When the policy is updated shall also the pilotfish.se be updated and version clearly stated. Document responsible updates also pilotfish.se or contact Office Manager for help with this.

3. QEDIS policy

With the release of this QEDIS Policy by the management of Pilotfish Networks AB the IMS is put into operation. The processes and policy specifications of the IMS are mandatory for all concerned, as defined in the IMS Scope definition.

The operation will continuously be assessed, monitored and improved. The operation will exceed legal and customer requirements.

3.1. Quality

Pilotfish creates long-term values for its stakeholders (customers, shareholders, environment, employees, society) by a delivery based on Pilotfish Core Values: Reliable, Innovative, Customer Focused and Healthy - RICH. This is similar to a balanced scorecard, and reflected in our yearly Objectives & Targets.



Reliable

We work as a team, depending on each other and step up as individuals

Innovative

We challenge the status quo and innovate both in products and in ways of working

Customer Focused

We have happy customers, and as a result also happy employees and owners

Healthy

We value our greatest asset, competent and motivated staff.

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We deliver complex services and products that fit for consistent operation and we have a long-term commitment to delivering high quality. Through cross-functional improvement work, the quality of our products and the efficiency of our processes are enhanced. **A high level of service quality is the foundation of Pilotfish competitiveness and success, and it makes our customers efficient and attractive.**

3.2. Environmental Responsibility

Contributing to a positive environmental impact is a key part of Pilotfish. We operate in the public transport market, which is vital for climate mitigation and pollution reduction.

Through digitalisation, we are making public transport more efficient and attractive. Our solution, Onboard Insight, enables the monitoring of onboard IT systems, leading to positive effects such as fewer canceled trips, decreased income losses due to faulty ticketing systems, and a better traveler experience thanks to a fully operational passenger information system. By offering an open IT vehicle communication platform, the total need for hardware on board buses is reduced. Our eco-driving solution, Fuel Economy, reduces fuel consumption and related emissions. Our main contribution to sustainable development is, therefore, ensuring our services are used as much as possible.

Our services form the foundation of our environmental efforts, but we also aim to reduce our environmental impact in other ways, such as using public transportation when we travel and sorting waste. We continuously work towards and follow up on relevant environmental goals and comply with applicable laws and requirements in our strive to reduce our overall environmental impact.

3.3. Data Privacy

Within Intelligent Transportation Systems a lot of data regarding private persons, such as travel routes and times, is gathered together with the technical data generated by the vehicle. Therefore, the appropriate protection of Personally Identifiable Information (PII) within the business processes and products of Pilotfish Networks AB is a core objective for us and our clients

3.4. Information Security

We deliver complex services and products that are used in consistent operation and we have a long-term commitment to delivering secure products and resilient services. Within Intelligent Transportation Systems a lot of data is generated, processed and stored for our customers, so it is natural for us to implement security measures to protect sensitive information within the business processes and products. We keep our personnel aware of their contribution to information security and to keeping our systems and products safe from cyber threats. We implement Information Security by following our Information Security Policy.