

## ■ Commitment to clients

### Quality, excellence and innovation

Isdefe is committed to excellence by continuously improving the quality of its products and services to meet the expectations and needs of clients, and be a benchmark in innovation.

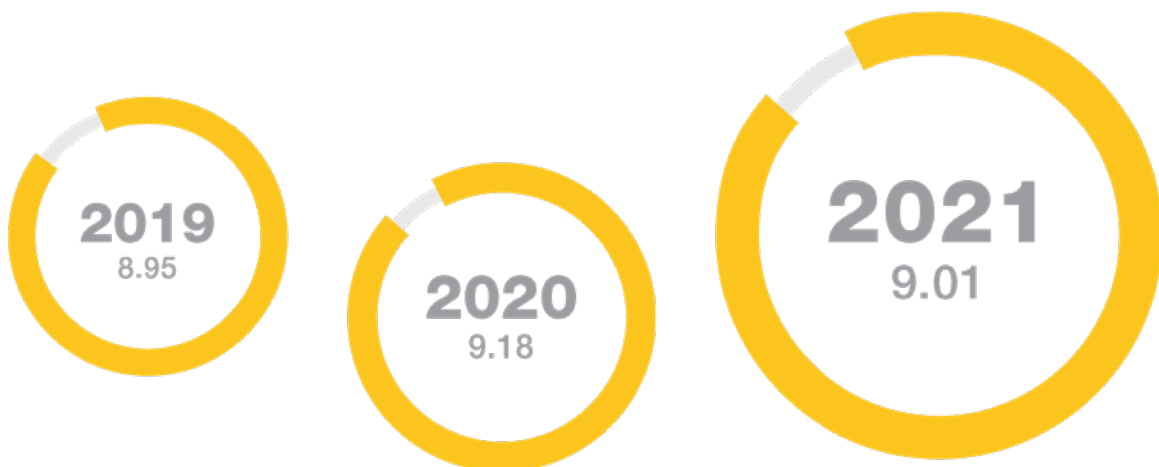
All Directorates, Departments and Areas are responsible for providing quality services and products in every phase of their execution, in keeping with the established plan. The quality of the services and products generated by Isdefe is thus the responsibility of all company personnel.

Isdefe has had a certified Quality Management System (QMS) since 1998. It currently has the following certificates:

- EQA certification of the Quality Management System as per the UNE-EN ISO 9001:2015 standard for the provision of consultancy and technical assistance services in the sectors of Defence and Security, Aerospace, Transport, Public Administrations, Information and Communication Technologies (ICT) and Energy.
- Certification of the Ministry of Defence of the Quality Management System, as per the PECAL/ AQAP 2110 standard (File No. 0077/03/01/01) for consultancy and technical assistance services in systems engineering to the Ministry of Defence. Certified since 08/11/2002. Valid until 23 June 2022.

One of the general goals of the company is the General Satisfaction Index (GSI), with a target for 2021 of equal to or greater than 8.5.

#### General Satisfaction Index (GSI)



### Client satisfaction

Isdefe continuously conducts surveys to determine the importance and satisfaction of various aspects of its service: understand needs, technical capacity, compliance with technical objectives, compliance with project timelines, ability to innovate, documentation, integration and communication, team management, procurement/subcontracting management and flexibility and speed.

In 2021, a survey was sent to every client that received Isdefe services (374), with 73% of the clients surveyed responding.

This thus satisfies and exceeds the company's control threshold in terms of participation, set at 55% for the year 2021.

Surveys	2019	2020	2021
Sent	317	324	374
Replies received	236	242	274
<b>Response rate</b>	<b>74.4%</b>	<b>74.7%</b>	<b>73.3%</b>

## Commitment to our employees

### Our staff by the numbers

On 31 December 2021, Isdefe had a staff of 1,748 employees, 91.1% (1,592) in Operating Units and 8.9% (156) in Corporate Services.

88.2% of the workforce have secondary or higher degrees and of the latter, 91.6% are in engineering and other technical fields.

Total number and distribution of employees by age in 2019, 2020 and 2021:

Age	2019	2020	2021
21-25	26	23	36
26-30	90	92	128
31-35	138	114	128
36-40	306	280	247
41-45	445	406	417
46-50	266	323	367
51-55	177	185	202
56-60	124	130	141
> 61	78	69	82
<b>Total</b>	<b>1,650</b>	<b>1,622</b>	<b>1,748</b>

