INTEGRATED MANAGEMENT SYSTEM

WE HELP PEOPLE BE THEIR BEST IN THE MOMENTS THAT MATTER

MOTOROLA *SOLUTIONS*

Motorola Solutions creates innovative, mission-critical services, software, video and analytics, backed by secure, resilient land mobile radio communications that help our enterprise and public safety customers keep businesses thriving and communities safe. Our products work in a variety of industries, including law enforcement, fire, emergency medical services, national government security, utilities, mining, energy, manufacturing, hospitality, retail, transportation and logistics, education and public services.

Our global employees are committed to designing and delivering the solutions our customers refer to as their lifeline. At Motorola Solutions, we are ushering in a new era in public safety and security.

WE ARE

INNOVATIVE
We constantly create ingenious solutions to the real world challenges of today, tomorrow and beyond.

PASSIONATE
We meet every challenge with energy and determination, always pursuing ever higher standards.

DRIVEN
We keep it simple by focusing on what matters most so we can seize opportunities with speed and confidence.

ACCOUNTABLE
We stand behind the work we do, the contributions we make and the high business standards we maintain.

PARTNERS
We succeed together because we respect all individuals and value contributions from colleagues and customers alike.

INTEGRATED MANAGEMENT SYSTEM

MOTOROLA SOLUTIONS' **INTEGRATED MANAGEMENT SYSTEM** IS USED TO SATISFY OUR CUSTOMERS, MANAGE OUR PROCESSES, AND MEET OUR BUSINESS OBJECTIVES WHILE WE CONTINUALLY IMPROVE WHAT WE DO.

Our Integrated Management System is implemented in Motorola Solutions globally. We utilize several International Organization for Standardization and other industry standards, such as ISO 9001 Quality Management System, ISO 14001 Environmental Management System, OHSAS 18001 Occupational Health and Safety Management System, ISO 20000 Service Management System, ISO 27001 Information Security Management System, ISO 31000 Risk Management, Cybersecurity and ATmospheres EXplosible (ATEX) to provide a framework to develop and monitor our Integrated Management System. Our processes are compliant or certified to these Standards and we continue to identify other Standards that may impact our business. Certificates are available on request.

Our Senior Leadership Team is responsible for establishing, implementing and maintaining the Integrated Management System. Management leadership is demonstrated by establishing policies and objectives, conducting management reviews, ensuring availability of necessary resources and communicating to the organization the importance of fulfilling the policies and objectives.

Our business teams are aligned around customer requirements, so that we continually anticipate, meet and exceed our customer expectations in everything we do.

Our initiatives are designed to provide dependable products, solutions and services, meet our on-time delivery commitments and provide reliable support so our customers can rise to the moment and be their best when it matters most.
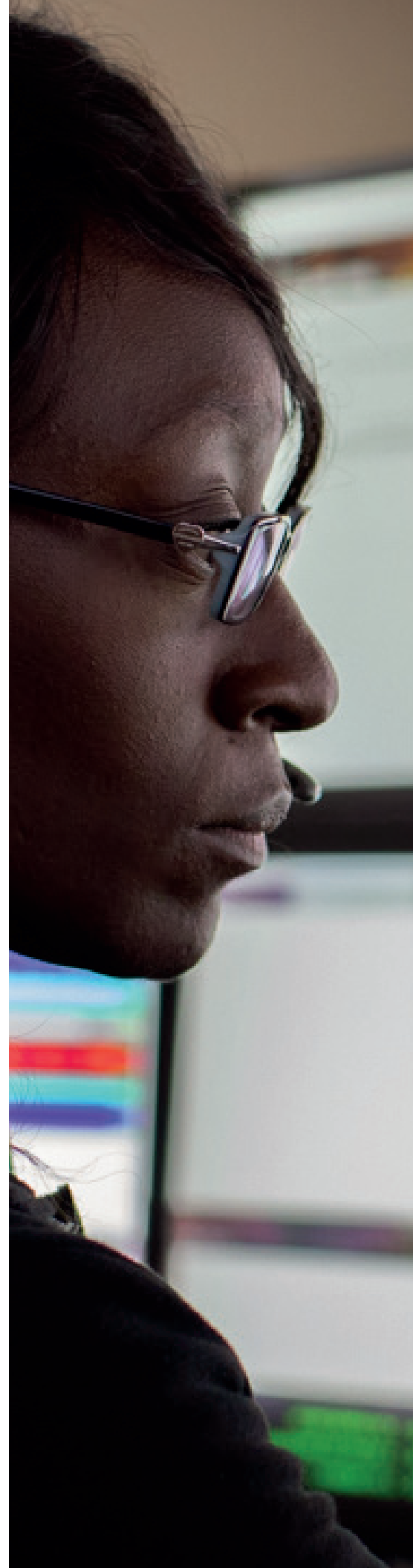
POLICIES AND OBJECTIVES

OUR QUALITY, ENVIRONMENT, HEALTH AND SAFETY, SERVICE MANAGEMENT AND INFORMATION SECURITY POLICIES AND OTHER MOTOROLA SOLUTIONS INTERNAL POLICIES HAVE BEEN ESTABLISHED AND COMMUNICATED WITHIN THE ORGANIZATION TO EMPLOYEES AT ALL LEVELS.

At Motorola Solutions, we hold ourselves to the highest ethical standards. Our Code of Business Conduct prescribes the principles for how we behave with our fellow employees, customers, shareholders, communities, governments and other business partners. Adhering to the Code helps us preserve the integrity of both our reputation and our brand. We strive to minimize our environmental impact and maintain a safe and healthy workplace. Responsible use of natural resources is important to us. We are increasing our use of LEED-certified workspaces for our employees. We partner with our suppliers to source materials responsibly and to guard against the use of indebted labor and human trafficking. Therefore, suppliers must comply with our Supplier Code of Conduct.

Key business objectives are established and monitored at different functions, levels and processes to support the business policies and to continually improve and satisfy our customers.

HOW WE OPERATE

WE PROMISE TO PROVIDE INNOVATIVE SOLUTIONS TO HELP OUR CUSTOMERS MOBILIZE AND CONNECT THEIR TEAMS IN THE MOMENTS THAT MATTER.

MANAGEMENT PROCESSES

Our management processes set the overall strategy for the organization to ensure all teams are aligned to meet our strategic goals and objectives.

They include:

- Customer advocacy by actively listening to voice of the customer and industry data
- Resource planning and development
- Performance reviews against objectives
- Continual improvement
- Risk Management

OPERATING PROCESSES

Core activities are implemented on a daily basis to anticipate, meet and exceed our customers' expectations in everything we do to continually provide dependable products, solutions and services, on-time delivery and reliable support.

PRODUCTS AND SALES

This team is responsible for understanding our customers' business objectives and challenges to develop opportunities for a successful relationship. They also understand the competitive landscape and how the full breadth of Motorola Solutions products, services and solutions meet our customers' requirements.This team interfaces with Software and Services to align Motorola Solutions' resources to uncover and provide customer specific solutions, including services. They work together so that customer requirements are met through design concepts, testing and validation of requirements.

SOFTWARE AND SERVICES

Our Software and Services teams collaborate so that customer requirements are verified prior to executing deliverables and supported when deployed. This team also provides educational and training opportunities to improve customer understanding of our products, solutions and services.

SUPPLY CHAIN AND PROCUREMENT

This team is responsible to deliver exceptional value and customer experience through agility, speed, and collaboration. They plan what products and services are needed, source efficiently and ethically from a diverse supply base, launch new products, make and deliver solutions on-time and exceed customer expectations through outstanding quality, service, and support. Take-back programs are offered to responsibly recycle or dispose of end-of-life equipment.

MANAGED AND SUPPORT SERVICES

Reliable support provided by this team allows our customers to ensure they have the resources to manage and monitor their systems, maintain and repair when needed, and operate their networks.

SUPPORTING PROCESSES

Methodologies and tools are used internally to drive the implementation of the Integrated Management System and identify opportunities for continual improvement. These include both formal processes, like those listed below, as well as improvements made from lessons learned.

PEOPLE FIRST DIALOGUES

This structured process aligns employees' goals with Motorola Solutions' strategic objectives. It promotes accountability and enables more frequent performance conversations as well as personal career development.

PRODUCT COMPLIANCE AND PRODUCT LIFECYCLE MANAGEMENT

These processes ensure that our products and services comply with required specifications and standards, and that we have the necessary measures in place for continual improvement to support the complete lifecycle of products, solutions and services. From batteries to systems and software, we look for innovative ways to reduce the direct environmental impact of our products and help our customers reduce the footprint of their operations. We consider environmental impacts in the design of our products and work across all stages of the lifecycle to reduce the footprint and increase environmental benefits. We work to reduce hazardous substances in our products and to find environmentally sound alternatives without compromising performance and quality.

We improve the energy efficiency across our product range. Evolving regulatory and customer requirements for energy-efficient products align with our drive to reduce carbon impacts across our portfolio. We also integrate alternative energy into infrastructure deployment, such as base stations that use electricity generated by wind and solar energy and back-up energy generated by hydrogen fuel cells.

LEARNING

Employees are encouraged to develop critical skills and improve overall business performance by completing training and testing through various internal and external learning opportunities.

ENTERPRISE RESILIENCY

Our Enterprise Resiliency team has implemented Crisis Management and Business Continuity programs to limit disruption to our business through the management and support of programs and standards that enable continual improvement of Motorola Solutions' resilience capabilities.

CONTINUAL IMPROVEMENT

MOTOROLA SOLUTIONS' SENIOR LEADERSHIP TEAM DRIVES IMPLEMENTATION AND CONTINUALLY IMPROVES OUR BUSINESS PROCESSES, PRODUCTS, SOLUTIONS AND SERVICES THROUGH THE USE OF THE FOLLOWING:

- Policies
- Goals and objectives
- Management and operational reviews
- Internal and external audits
- Performance measurements and evaluations
- Customer feedback

Additionally, there are programs focused on continual improvement designed to share knowledge, coordinate activities and achieve effective sustainable results for our customers.

The following programs are also in place to foster an atmosphere of continual improvement and dedication to quality:

LEAN SIX SIGMA PROGRAM
This program applies key methodologies and processes across the organization to reduce variation and eliminate or minimize waste.

AUDITS
Audits are conducted regularly by trained internal and external auditors. Audit results are documented and corrective actions are taken and verified using a closed loop process.

EMPLOYEE RECOGNITION
Nominations are made by employees to reward individuals or teams that make significant contributions to the organization by improving processes and ultimately improving customer satisfaction. Employees are encouraged to submit ideas and improvement efforts via employee surveys, forums and other engagement efforts.

RISK MANAGEMENT
Risk-Based Thinking is integrated into our processes to identify and address risks and opportunities, thereby increasing the effectiveness of our Integrated Management System, achieving improved results and preventing negative effects to our customers.

For more information, please visit: **www.motorolasolutions.com**