

## *Company Quality Policies*

The Quality Policy of Quinel Limited takes concrete form in the pursuit of the following general objectives:

- To achieve and maintain a Quality of Service provided, such as to satisfy the Customer's expressed or implicit needs in the content.
- To achieve and maintain the prescribed Quality through the efficient and planned use of human resources, technology and materials, in a continuous process of improvement of company management.
- To obtain motivated trust from the Client on the Organization's ability to achieve the prescribed quality level and to maintain it over time.
- Providing services that meet the needs of Corporate Organizations in total transparency, on schedule and always pursuing maximum customer satisfaction, in compliance with their internal procedures and regulations.
- Guarantee inspections and technical verifications on "gaming" without any conditioning linked to the size of the company organization or its membership of associations or groups.

The General Management of Quinel Limited is however aware that, for the achievement of the above objectives, the involvement of all its personnel is necessary. Attention is drawn to three further aspects, which have a strong impact on the quality of Quinel Limited:

- The self-control activity that the Function Managers and the Coordinators must carry out, which includes the verification of their "Process", is understood as the totality of the work performed.
- The objective evidence that the personnel must provide about what has been done in accordance with the instructions received.
- The role of functions in promptly reporting anomalies and inefficiencies.

The management system of Quinel Limited defines a set of organizational measures, procedural techniques to guarantee the satisfaction of the following basic security requirements:

- **Confidentiality:** or the ownership of the information being known only to those who have the privileges;
- **Integrity:** or the ownership of the information to be modified only and exclusively by those who have the privileges;
- **Availability:** or the property of the information to be accessible and usable when requested by the processes and users who have the privileges.

Furthermore, with this policy, Quinel Limited intends to formalize the following objectives in the field of information security:

- To better preserve the image of the company as a reliable and competent service provider;
- Protect one's own information assets;
- Adopt measures to ensure staff loyalty and professionalism;
- Fully comply with the indications of current and mandatory legislation;
- Increase, in its personnel, the level of sensitivity and competence on safety issues;

All staff who, in any capacity, collaborate with the company, are responsible for observing this policy and for participating in reporting any anomalies, even formally not coded, of which they become aware.

All external parties who have relations with Quinel Limited must ensure compliance with the security requirements set out in this policy, by signing a "confidentiality agreement" at the time of the assignment, when this type of constraint is not expressly provided for in the contract.

The Quality Policy of Quinel Limited finds application through the following means and tools:

- defined organizational and operational measures to guarantee the impartiality of behavior, the absence of attitudes discriminators and transparency towards the outside;
- defined its operating and organizational procedures in compliance with the provisions of the ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17065 and ISO/IEC 17021-1 standards;
- all the personnel involved in the test activity are familiar with the documentation concerning the Quality Management System;
- adopted criteria for the selection and continuous updating of the Assessors, Inspectors and Auditor and their inclusion in their lists based on the possession of adequate technical requirements;
- stipulated an insurance to protect the risk deriving from the execution of its business;
- ensures the availability of human and material resources necessary for the development of its business;
- implemented an internal audit program for all activities aimed at highlighting and managing the problems identified and identifying the appropriate corrective and preventive actions;
- carried out a periodic review of the progress of its Quality Management System to identify the appropriate preventive actions and corrective measures and define annual improvement targets;
- constantly applied a series of Quality Indicators to monitor over time the performance of the System;
- awareness of the importance of meeting customer requirements and any other requirements;
- the information is accessible only to authorized persons, both internal and external to the company, ensuring levels of service and complexity compatible with the functional requirements of the systems concerned;
- whatever the format of the information processed, its availability, integrity and confidentiality is guaranteed in compliance with the applicable legislative requirements;
- constant monitoring of changes in assets and technology is carried out in order to promptly identify new vulnerabilities;
- particular attention is paid to changes in regulatory and contractual requirements and related priorities in relation to new developments that may be provided;
- operational continuity is guaranteed through targeted interventions, both organizational and technological, and these interventions are defined, constantly updated, and periodically verified (Business Continuity IOP 10/08);
- all staff are informed of the mandatory nature of company policies in this regard and are also made aware of the consequences deriving from the violation of company policies;
- tasks related to critical activities are separated (for example development and testing with production);
- the risks at source are reduced as much as possible;
- any breach of security, real or presumed, is communicated, and investigated (Incident Management IOP 10/07);

- Safety incidents are promptly identified and managed and the competent authorities are activated for those that have an impact on violated legal requirements (Incident Management IOP 10 / 07);
- the use of unauthorized software is avoided;

This policy applies equally to all company bodies. The implementation of this policy is mandatory for all resources of Quinel Limited and must be included in the regulation of agreements with any external party who, for any reason, may become aware of the information managed by the company. Quinel Limited allows the communication and dissemination of information to the outside only for the proper conduct of business activities which always take place in compliance with the rules as well as the mandatory rules and laws.

Finally, Quinel Limited undertakes not to provide any type of consultancy activity, or other activities that may constitute threats to its independence, in favor of Corporate Organizations.

Quality Management identified actions aimed at the continuous improvement of the service offered. The above summarizes the general objectives and represents the commitment of the entire organizational structure.

Date, 18/10/2023

General Manager



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