

Quinel Ltd is a compliance assessment body with accreditation as an inspection body, in accordance with the requirements of ISO 17020:2012, and as a testing laboratory, in accordance with the requirements of ISO 17025:2018 in the field of legal gaming systems. It is also accredited as a certification body for information quality and security management systems in accordance with the requirements of ISO/IEC 17021-1:2015 and as a product certification body in accordance with the requirements of ISO/IEC 17065:2012.

The Company's Management is aware of the importance of both the quality of its services and the absolute independence, transparency and impartiality of its compliance assessment processes.

In order to receive adequate trust from its customers and all interested parties, it is essential that compliance with the requirement of impartiality is properly implemented and perceived and that system and product inspection, testing and certification activities are carried out with absolute competence and professionalism.

In order to obtain, maintain and increase the degree of trust, it is essential that both the conformity assessment processes and the decisions relating to the issuance of certificates and inspection and test reports are based on objective evidence of compliance and that the relevant decisions are not influenced by other interests or by other stakeholders.

The company has therefore adopted procedures and measures to guarantee the customer and all interested parties the quality of the service provided and the impartiality and independence of its processes.

The objective of the company's management is to:

- carry out its activity in compliance with the accreditation standards and the provisions and regulations of the Accreditation Bodies in order to establish itself as a qualified Compliance Assessment Body throughout the entire national and international territory;
- provide services that meet the needs of Business Organisations in total transparency, on schedule and always pursuing maximum customer satisfaction, in compliance with its internal Procedures and Regulations, which are made available to anyone who requests them;
- adopt non-discriminatory, transparent and impartial policies and procedures towards Business Organisations, and ensure that access to certification is not prevented or limited to any Organisation that requests it, making its services accessible to all those who request it without any undue financial or other conditions;
- guarantee access to certification without any conditioning linked to the size of the Company Organisation or its membership in associations or groups or linked to the number of Company Organisations already certified.

Compliance with the principles of independence and impartiality is ensured, in addition to the rigorous application of procedures compliant with the requirements of the accreditation standards, also by the supervisory activity carried out by the Committee for the Safeguarding of Impartiality (CSI).

Quinel guarantees the total independence, both personal and professional, of the subjects holding positions in the Committee for the Safeguarding of Impartiality (CSI) with respect to the subjects operating in the administrative/management bodies of the Body.

Quinel's impartiality is guaranteed by the supervisory activity exercised by the CSI, through the resolutions of the certifications, and by ensuring that all Quinel activities are carried out in compliance with the criteria of impartiality and protection of all parties interested in Quinel's certifications.

The guarantee of impartiality is given by the absence of conflicts of interest and the ethical behaviour of the audit teams. To implement this policy, Quinel:

- has defined organisational and operational measures to ensure impartiality of behaviour, absence of discriminatory actions and transparency towards the outside world;

- has defined its operating and organisational methods in compliance with the provisions of the accreditation standards to which it complies (ISO/IEC 17021-1:2015, ISO/IEC 17020:2012, ISO/IEC 17025:2018, ISO/IEC 17065:2012).
- has adopted criteria for the selection and continuous updating of Evaluators, Inspectors, Auditors and Experts and their inclusion in the respective lists based on the possession of adequate technical and ethical requirements;
- has initiated the stipulation of insurance contracts for the protection of risk for users of the Quinel service;
- has established a system for detecting the quality performance related to the certification process, so that it can be oriented towards the continuous improvement of its service;
- ensures the availability of the human and material resources necessary for the development of its business;
- implements an internal audit programme aimed at all its activities and whose goal is to highlight and manage the issues that have emerged, as well as to identify the appropriate corrective and preventive actions;
- carries out a periodic review of the performance of its Quality System in order to identify the appropriate preventive and corrective actions and define annual improvement objectives;
- ensures the constant application of a series of Quality Indicators to monitor the progress of the Quality Management System over time, so to identify the actions aimed at the continuous improvement of the service offered.

Finally, Quinel undertakes not to provide any type of consultancy activities or other activities that may constitute threats to its independence, in favour of Company Organisations.

Quinel's Management ensures that this Quality Policy is communicated, understood, implemented and maintained at all levels of the organisation, and that all staff are familiar with the standards and documentation applied.

Quinel's Management has defined rules to ensure the protection of the confidentiality of information that becomes known during certification activities at all levels of the Organisation.

Lemignano di Collecchio, 15/12/2023

General Manager
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