

Ex Libris Italy Srl aims to meet the request the Italian market in the sector, to promote, sell, implement and support cutting-edge solutions aimed at satisfying the increasingly sophisticated and diversified needs of libraries, researchers, professors and end users aimed at the management, distribution and use of document material, library material, electronic and digital resources and material produced by scientific research.

All this according to quality standards determined in the Quality Manual and which provide customers with an adequate, innovative service that meets the expectations of all interested parties.

To implement this Policy Ex Libris Italy S.r.l. undertakes to:

- ✓ Develop, implement and apply a Quality Management System compliant with ISO standard 9001:2015
- ✓ Use the Management System to implement and carry out the objectives in full compliance with the needs and objectives of the client and improving their performance, to implement Client satisfaction and the effectiveness and efficiency of the processes
- ✓ Implementing the smart-working security rules
- ✓ Respect the applicable legal prescriptions and fulfill all applicable legal obligations and all the requirements that the organization subscribes to
- ✓ Maintain the Policy documented, implemented and maintained through a periodic review
- ✓ Review the Policy periodically during management review, and communicate it to all employees, in appropriate ways to ensure understanding
- ✓ Make the Policy available to the public on the company website
- ✓ implement the analysis of the context and the expectations of the interested parties
- ✓ implement the organization's risk and opportunity analysis.

In particular, the quality level of the services provided is controlled via:

- Qualification of sales and marketing staff
- Validation of the effectiveness and punctuality of implementation projects
- Validation of client training activities through e-learning tools and workshops
- Verification of client satisfaction
- Periodic monitoring and supervision of quality standards
- Monitoring of economic-financial parameters
- Monitoring of environmental and safety aspects.

In order to achieve these objectives, the involvement and consultation of all personnel is essential: the responsibility in management concerns the entire company organization, from the employer to every worker, each according to their own attributions and competences, through context analysis and risk assessment of business processes, with regard to the processing of personal data.

Date 22/02/2023

The Legal Representative

Wright Andrew Graham