

## Lineal Software Solutions Ltd.'s Quality Statement

Lineal Software Solutions Ltd. will consistently provide products and services that meet or exceed the requirements and expectations of customers. We will actively pursue ever improving quality through programs that enable each employee to do their job right the first time and every time.

To ensure continuity of products and services to the required quality standard, Lineal Software Solutions Ltd. has developed, documented, implemented and maintains a quality management system that conforms to the requirements of ISO 9001:2015 and which also meets all other applicable interested parties' requirements.

The applied quality management system provides a framework to:

- constantly analyse the context Lineal Software Solutions Ltd. is operating in and adjust its strategic directions accordingly,
- bring risk and opportunity-based thinking to Lineal Software Solutions Ltd. and minimise identified risks and maximise improvement opportunities to ensure that these are fully integrated into the fabric of Lineal Software Solutions Ltd.
- continually improve the effectiveness of the quality management system, thus ensuring that Lineal Software Solutions Ltd. strives to achieve customer satisfaction in a form of reliability, trusted service and efficiency.

We demonstrate this by:

- managing our business based on clear and measurable objectives and timelines
- using our customers' feedback to improve our processes
- ensuring our employees have the appropriate training, skills and experience. Competent and dedicated employees are the cornerstone for achieving and maintaining a quality-led organisation.
- following our philosophy and values
- following applicable laws and regulations

Quality, continual improvement and customer satisfaction are also the personal responsibility of each employee.

Quality Objectives (Key Performance Indicators) have been established at relevant functions, levels and processes necessary for the QMS and documented in the Quality Operating Manual in section 11.2.

Approved by: M. Norris  
Operations Director, Lineal Software Solutions Ltd.

The Directors of Lineal Software Solutions have formulated the quality policy. The policy is explained and discussed at the general orientation training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the Organisation. The policy is posted in prominent locations throughout the facility.