



## QUALITY POLICY of SISAL S.p.A.

PURPOSE	TO BUILD A MORE RESPONSIBLE FUTURE
MISSION	TO OFFER THE BEST RESPONSIBLE GAMING EXPERIENCE, GENERATING VALUE FOR SOCIETY AND INDIVIDUALS
VISION	TO BE THE LEADING INTERNATIONAL COMPANY IN RESPONSIBLE GAMING, DRIVING DIGITAL INNOVATION

### VALUES



#### LIABILITY

**Responsibility is at the heart of our actions**  
Guiding our strategy by ensuring conscious, sustainable and long-term development



#### PEOPLE

**People are the heart of our company**  
A secure and user-friendly environment offering consumers the widest Sisal gaming offer



#### INNOVATION

**Innovation drives our company**  
Stimulates creative capacity, supports evolution and growth and helps generate value over time

For Sisal S.p.A and its subsidiaries (hereinafter Sisal), focusing on customer and stakeholder satisfaction is an objective of primary importance in conducting business, consistent with the Group's corporate purpose and values, codes of conduct and sustainability strategy.

This Sisal Policy, applicable to its Italian and foreign subsidiaries, consistently with applicable regulations, defines the commitment that the Company intends to pursue in order to guarantee high quality services, products and solutions.

The adoption of the Management System, in accordance with ISO 9001, and the implementation of the Policy support the achievement of strategic objectives and are the main drivers for staff involvement and process improvement.

Sisal, through the Risk Based Approach, also constantly analyses risks and identifies appropriate mitigation actions in order to reach an acceptable residual risk level.

Sisal considers the effective application of the Management System to be a commitment and responsibility of the entire organisation and calls upon all personnel, at every level and grade, to comply with the principles contained in this Policy within the scope of their respective competencies and responsibilities.



## THE COMMITMENT OF SISAL S.p.A.

The Policy defines the commitment of Sisal S.p.A. and its Italian and foreign Subsidiaries to:

- ★ guarantee Customer satisfaction by offering and ensuring the provision of reliable, quality services and products;
- ★ manage activities in compliance with legal and regulatory requirements and specific contractual agreements with the various stakeholders, and turning their expectations and needs into requirements to be met;
- ★ ensure the delivery of products and services through the execution of system, operational and telematics network management activities, pursuing continuous improvement and constantly analysing risks so that they can be acceptable;
- ★ optimise business processes and the use of resources in order to achieve the highest level of effectiveness and efficiency;
- ★ define and review quality objectives and related improvement programmes, ensuring the availability of information and resources for their pursuit, including through inspections and audits;
- ★ engage their suppliers, customers and partners to behave consistently with it in a shared path of sustainability and value;
- ★ promote dialogue and confrontation with all stakeholders, taking into account their requests and activating appropriate tools for participation and communication on the performance of company activities;

This policy is updated periodically and is available to interested parties, the public and anyone who requests it, with a view to transparency and cooperation.

Milan, November 10<sup>th</sup>, 2023

The Managing Director of Sisal S.p.A.  
Francesco Durante

