

IXCELLERATE LIMITED LIABILITY COMPANY

QUALITY POLICY

APPROVED BY
General Director**Corporate Bylaw 15 November 2021**

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Document owner	Operating Standards Director

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1. POLICY PURPOSE AND SCOPE

The purpose of IXCELLERATE LLC and IXCELLERATE 3 LLC (hereinafter referred to as “IXCELLERATE”) in respect to quality is to create and maintain a management system that ensures that the quality of services being rendered is fully compliant with the industry's highest standards and meets the expectations and growing demands of customers.

This Quality Policy AD-PL-002-210817 (hereinafter referred to as the “Policy”) shall be applicable to all employees, customers, contractors, visitors or third parties that can render services for or on behalf of IXCELLERATE, whatever the capacity in which they do it in all regions, areas of focus and functions. The employees and customers of IXCELLERATE will comply with all local regulatory requirements or the standards of IXCELLERATE that are applicable to their activities.

2. TERMS AND DEFINITIONS

This Policy uses the following terms as defined in ISO 9001:

- **customer:** External organization and its representatives that uses IXCELLERATE's services.
- **employee:** Person performing work or work related activities under the control of IXCELLERATE.
- **management system:** Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives.
- **contractor:** External organization providing services to IXCELLERATE in accordance with agreed specifications, terms and conditions.

3. POLICY STATEMENT

To achieve the above purposes, IXCELLERATE:

- 3.1. provides services in full compliance with the statutory requirements;
- 3.2. chooses conformity of its services with the expectations and reasonable requirements of customers as one of the key assessment criteria for its performance;
- 3.3. employs a staff of highly skilled employees;
- 3.4. grows and maintains an infrastructure that ensures the quality of services rendered and adequacy for the increasing requirements of customers;
- 3.5. implements, maintains and improves the integrated management system in compliance with the requirements of ISO 9001:2015.

IXCELLERATE's Management undertakes to comply with this Quality Policy and to put in place the conditions necessary for the entire corporate team to become involved in its implementation.

The General Director shall be responsible for ensuring the implementation of the Quality Policy and shall make adequate financial and physical resources available to implement this Policy. Personal responsibility of the heads of business units and executive officers shall be imposed by orders and other documents of the integrated management system.

4. REVIEW FREQUENCY

This Policy will be updated in the event of legislative amendments, changes to IXCELLERATE's quality-related requirements, values or intentions, as well as in response to findings of a management review of the integrated management system. At a minimum, this Policy will be reviewed and approved every three years for applicability, practicality and effectiveness.

Revision history

Version number	Effective date	Summary of change introduced
AD-PL-002-210817	2021-11-29	Original version