

QUALITY POLICY

Our primary mission is to facilitate and promote business development by adding value to our Customers and the Society. To achieve this mission, we have adopted Corporate Identity, Values and Behaviors that ensure a culture focused on providing with high quality services.

ICAP CRIF operations meet the requirements of the ISO 9001:2015 standard and comply with legal and regulatory environment. The Quality Management System is aligned with the strategic direction of the company and its main objectives are, to:

- Ensure the viability and profitability of the company.
- Offer high quality and competitive products / services.
- Continuously satisfy our customers' needs.
- Effectively and promptly manage any cases of non-Conformities or any Conflicts of interest.
- Strengthen our name and reputation in the Market.

To achieve our goals, we **commit** ourselves to the following principles:

- We keep abreast of Legislation and any other applicable requirements.
- We establish, review, and redefine -when necessary- our quality objectives, which are also aligned with our strategy.
- We continuously look for opportunities to improve our Quality System.
- We cooperate with reliable Suppliers and Partners, and we continuously monitor and evaluate them.
- We adopt systematic methods to measure employees' performance and enforce their growth and development.
- We provide our employees with continuous education and training.
- We take action to renew and improve our equipment to maintain and improve the high level of our services.
- We take action to ensure adequacy of resources to achieve the above

This Quality Policy is modified and updated according to needs. It is communicated to the personnel, and it is available to relevant interested parties, as appropriate.