

## QUALITY POLICY

The main focus of LOTTO WORKS is to ensure the most high level of customer satisfaction. LOTTO WORKS, which operates in a European market contest with specific standards, can obtain this by realizing a Quality Management System in compliance with standard UNI EN ISO 9001:2015.

The Management of LOTTO WORKS has provided the funds, staff and tools necessary to realize the Quality Management System. This will be constantly monitored and periodically evaluated by measuring the achievement of objectives set for controlled processes. LOTTO WORKS must pay the maximum attention to customer's requests and expectations, to the requirements of applicable standards and regulations and to the continuous improvement of the organization and satisfaction of the customer and stakeholders. LOTTO WORKS must pursue quality at all stages of each process, in which every employee is involved in achieving goals.

The Management verifies periodically that this policy is appropriate to the purposes and the corporate context. The policy should be implemented and shared at every level of the organization, by establishing objectives of continuous improvement towards customer satisfaction.

To obtain such improvement LOTTO WORKS imposes the following rules:

**Attention paid to the perception and definition of implicit and explicit requirements of stakeholders.**

**The enforcement of all stakeholders requirements, as well as those of legal and / or regulated ones.**

**The organization and corporate resources employed in satisfying stakeholders requirements.**

**The product / service.**

The improvement activities are based on the following principles:

**A continued involvement of all company resources towards quality.**

**Continuous monitoring of business processes that influence customer satisfaction in order to identify margin of improvement.**

**Maintaining functional activities for the integrated management of the processes that affect the quality of the product / service.**

Date: 12/01/2018

General Direction Signature