

## QUALITY POLICY of “EGT Multiplayer” Ltd.

“EGT Multiplayer” Ltd. is a Bulgarian company specialized in development, production, and distribution of diverse range of gaming products. The enterprise is among the fastest growing companies in the global gaming industry.

The mission of the management body and the whole team is to create the future in the world of multiplayer games. The vision of the company is to connect player's emotions with the spirit of high-quality innovative products, created to provide great entertainment and experience. Thus, in the next few years the enterprise to take a world-wide leading position in the production of multiplayer gaming equipment.

In order to achieve the set objectives, the management body commits to provide conditions and resources for maintaining and developing a Quality Management System based on ISO 9001: 2015, with which to achieve:

- continuous development and upgrade of competitive high-quality products which meet the needs and expectations of clients in the context of the highly dynamic industry;
- a guaranteed high-level post-sales servicing, including a 24-hour online support;
- identifying of company's context and all external and internal circumstances, which affect the company's performance, as well as changes in them;
- identifying, periodical review and abidance of all applicable regulatory requirements, client requirements and other interested parties, related to quality management;
- identifying of risks and opportunities for business processes, owners of these risks and opportunities, criteria for evaluation and planning of the necessary actions according to risk assessment;
- partnership and transparency in the collaboration with clients and suppliers;
- observation and reporting of customer satisfaction level;
- continuous enrichment of knowledge and qualification upgrade of employees, which is the basis for their motivation and awareness of their responsibility for the quality of products and services;
- clearly defined and constantly controlled targets in terms of Key Performance Indexes (KPI);
- periodic analysis and evaluation of achieved results and systematic control of implementation of assigned tasks.

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