

# Quality Management at Linx

This document is intended to help our staff, customers, distributors, suppliers and auditors understand the structure and intent of our Quality Management System and to confirm our commitment to be compliant to ISO9001 2015.

## Scope

The scope of our Quality Management System applies to all sites and processes maintained by Linx Printing Technologies at St Ives, Cambridgeshire, to include research, new product design, manufacture and delivery of printers and consumables, customer care, marketing, sales and service, and including internal services of IT, Finance, Facilities, Human Resources and Management. The scope includes external and internal issues and all interested parties. The scope also includes all legislation that is relevant to our industry and operation.

## Our Quality Policy

Linx is an innovative, premium quality, global supplier that aspires to simplify life for our customers by working with our partners, through innovation, to deliver the most practical solutions that solve our customers' day-to-day challenges on a global scale. We seek to cultivate meaningful, long term relationships with growth-oriented partners grounded in mutual respect, trust, and a commitment to achieving shared success. We will achieve this by giving our customers products and services that consistently meet their expectations while demonstrating excellence in provision of our services.

We believe continually improving the effectiveness of our quality systems, with consequent improvement to our business, is vital to our future and we seek to create a culture where associates act as owners, with a determination to make a meaningful positive impact, and a commitment to comply with the requirements of our quality system.

Our Quality Management system utilizes the Veralto Enterprise System, using Policy Deployment to set goals, Kaizen to implement change and Daily Management to monitor results. We use the DIVE process to Define Problems, Investigate to drive to root cause, Verify and implement countermeasures and Ensure sustainment.

## Our Associates

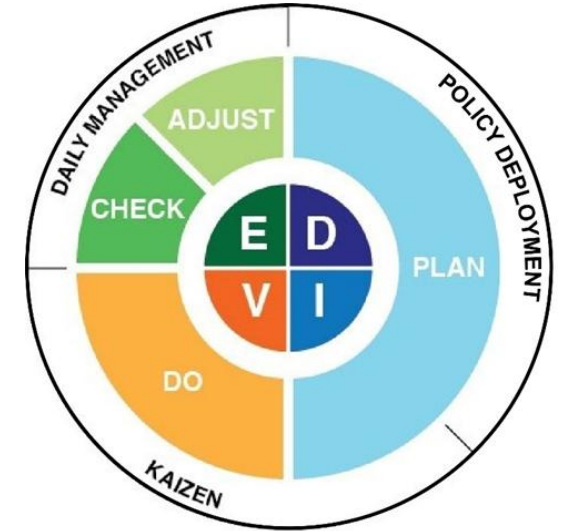
We offer meaningful development for all associates who aspire to reach their full potential and are willing to invest in themselves. We encourage a constructive environment, with open collaboration to deliver the best outcomes while ensuring that our associates feel valued, empowered and motivated to do their best work. Our commitment to ensuring we have a diverse and inclusive workforce enables our associates to confidently drive change and improvement at every opportunity.

## Our Quality Objectives

We set quality objectives at our annual Management Review and monitor performance in achieving them through the year. We will set quality objectives relating to customer satisfaction, internal service and delivery performance in all areas of the organisation, in both technical and administrative functions.

## Our Quality Commitment

The Management Team is fully committed to promoting our Quality Management System, and to ensuring that everyone in Linx remains focused on customer requirements and on the achievement of our quality objectives.



Pasha Fedorenko, Managing Director



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