

		
Product Management	Prepared and Approved By: Yaron Dolev	Version 0.4
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## Nayax Quality Policy Statement (2022)

Nayax is committed to provide its customers with the highest quality level by assuring its products, performance, consistency, safety and level of service. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer satisfaction at all times. The implementation of the quality policy is the responsibility of all employees, with overall responsibility residing with the Nayax Management.

### Commitment

- Fully identify and conform to the needs of our customers, improving customer satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide staff training, promoting a ‘do it right first time’ attitude towards quality.
- Strive to and maintain a standard of excellence in the operation of our business.
- Provide resources and operate based on the TQM and ISO 9001: 2015, ISO 14001: 2015, ISO 27001: 2015 principles of the International Standards for Quality Management Systems.
- The company is committed to allocating resources to the implementation of the principles of the quality system, identify environmental impacts and act to minimize them.
- Perform continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customers’ expectations.
- Monitor the effectiveness of our quality system by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.

### Implementation

This Quality Policy statement will be reviewed annually by Nayax Management along with the effectiveness of its associated initiatives.

This Quality Policy Statement will be displayed prominently, and access to the complete Quality manual and its detailed procedures will be available for all employees.