

## Quality Policy - IMG\_PLAY ApS

At IMG\_PLAY ApS, we are committed to delivering innovative technology solutions of the highest quality to our clients in Denmark and beyond. Our dedication to quality, privacy, and compliance is at the core of our operations, ensuring that we meet and exceed customer expectations while adhering to the highest standards of industry ethics.

**Quality Commitment:** At IMG\_PLAY, quality is more than a commitment; it is a culture ingrained in our organization. We are dedicated to:

1. **Adhering to GDPR Laws:** We prioritize the privacy and data protection of our customers and their end-users. Compliance with the General Data Protection Regulation (GDPR) is a cornerstone of our operations.
2. **Continuous Improvement:** We believe in the power of feedback. We regularly conduct qualitative interviews with our customers to gather insights, identify opportunities for improvement, and enhance our processes, products, and services accordingly.
3. **Project Documentation:** We register and document project time in teamwork.com to ensure transparency, track project progress, and facilitate quality assurance.
4. **Security and Compliance:** Our infrastructure is SSAE-16 SOC 1 and SOC 2 Type 2 audited and ISO 27001 certified, guaranteeing the security and integrity of our systems and data.
5. **Hollywood Studio Audits:** IMG\_PLAY has undergone rigorous security audits and individual security clearances by major Hollywood studios, including Disney, Sony, Warner Bros., Universal, Paramount, and Fox. These audits attest to our commitment to maintaining robust internal processes and safeguarding sensitive information.
6. **UN Global Compact:** We proudly support the Ten Principles of the United Nations Global Compact, championing human rights, labor standards, environmental sustainability, and anti-corruption practices. IMG\_PLAY has been a member of UN Global Compact Network Denmark since 2020, actively contributing to these principles.

- 7. Integrity Certification:** As an IBM Gold partner, our employees undergo external annual integrity certification and training. This includes topics such as compliance with securities and insider trading laws, adherence to antitrust and competition laws and regulations, maintaining accurate financial and business records, and providing a work environment free of coercion, discrimination, and harassment.

**Our Pledge:** We understand that quality is not a static goal but an ongoing journey. IMG\_PLAY ApS pledges to uphold these principles, continuously improve our processes, and embrace emerging best practices to ensure we deliver exceptional technology solutions that meet or exceed the expectations of our clients and partners.

Our commitment to quality, privacy, and compliance is not just a policy; it's who we are. We invite our employees, customers, and stakeholders to join us in this journey towards excellence.

*v. 1.4 revision Date: 22. september 2022*



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