

Gemalto Corporate Quality Policy

✘ Using Gemalto's solutions and software, our customers manage personalized digital secure services for hundreds of millions of their end-users every day.

✘ As the world leader in digital security, we at Gemalto are committed to continuously improving the satisfaction of our clients and their end-users by:

- constantly examining their current and future needs, to help our clients leverage market opportunities
- promoting open dialogue with them
- developing and delivering innovative solutions that meet or exceed quality and service level requirements
- anticipating and containing any disruption of business

✘ We achieve these objectives by continuously improving our performance through innovation and teamwork, and encouraging sharing and benchmarking with our suppliers and partners.

✘ Taking into account the results of our annual Tell Me survey, we focus in particular on operational excellence and on new product and service development in order to:

- reduce non quality
- shorten lead times
- improve service levels and customer satisfaction

✘ We implement and regularly review ongoing programs focused on optimizing processes and flows. These aim to ensure our systems comply with or surpass evolving market standards and contractual requirements.

✘ We depend on everyone's continuous improvement and contribution in our never-ending quest for excellence.

Olivier Piou
Chief Executive Officer

Patrick Lacruche
Quality Corporate Director