

# Gemalto Quality Policy

In a digital and mobile world, we innovate to enable our clients in more than 180 countries to offer trusted and convenient digital services to their billions end-users' digital lives.

As the global leader in digital security, Gemalto brings trust to an increasingly connected world offering huge potential for new digital services. Our solutions are at the heart of modern life, from payment to enterprise security and the internet of things. We authenticate people, transactions and objects, encrypt data and create value for software.



We, at Gemalto, are committed to continuously improving the **satisfaction of our clients** and their end-users by:

- > **putting their needs at the center of all we do and** promoting open dialogue with them
  - > **pioneering creative approaches** to business and technology challenges, developing and delivering innovative solutions, improving quality and service
  - > **anticipating and containing** any disruption of business
- 
- > We continuously improve our performance through teamwork and encouraging sharing and benchmarking with our suppliers and partners.
  - > Our employees have unique expertise and are problem solvers. We value their diversity, encourage teamwork, engagement and ownership and conduct ourselves with integrity.
  - > Our Quality approach is to provide leadership, management and resources to deploy the culture of risks management, continuous improvement and process-based management.
  - > Quality is an integral part of our principles and requires everybody to be involved and engaged to achieve our quality objectives ensuring our quality systems comply with legal, regulatory, market standards as well as contractual obligations.