



Token Security Solutions Ltd.

Quality Policy
Review Period: Annually

Issue: 001
Date of last review: 10/11/2011

STRATEGIC COMMITMENT

As a business our future success relies almost exclusively on our ability to persistently deliver a consistent standard of service to agreed client specifications. Having accepted this core principal, the Company is committed to being obsessive in its attitude towards service quality. For the senior management team Quality is not just a goal, it is our basic strategy for survival and future growth.

PRIORITY

Our customers demand and deserve a high quality service at a price that is competitive within the market. It is our responsibility to ensure we give them what they want. The commercial reality is that if we don't, they'll find someone who can. It must be clearly understood that we will not allow quality to take second place behind cost or schedule. All employees have the right and indeed the responsibility to question any management decisions they feel compromises quality and in balance have a duty to bring forward suggestions for enhancing the customer experience.

OBJECTIVES

Our objectives are to furnish our clients with:

- ✓ a consistently high quality service
- ✓ at a price that meets both expectations and budgets
- ✓ delivered by staff who:
 - are competent and professional in their approach
 - always employ safe methods of working
 - consider the environmental impact of every task they undertake

By setting objectives in each of these areas and measuring our attainment against each, we will be able to generate:

- ✓ enhanced levels of customer satisfaction
- ✓ enhanced performance at the application level, and
- ✓ ongoing improvements in delivery efficiency.

As we achieve objectives we will recognise and celebrate our success and then reset our goals so as to stimulate further improvement. To reach our objectives, we will have to maintain a constant focus on quality with full dedication, commitment, and teamwork.

Ehab Abbas
Managing Director
On Behalf of The Board of Directors
Token Security Solutions Ltd.