



## QUALITY POLICY

**EDENRED (UK GROUP) LIMITED** aims to maintain and develop its position as a service company providing high quality, integrated services to UK clients. The UK operations of EDENRED will match the image and reputation for quality, as established internationally by its parent organisation. Its business activities are centred on three main categories: Employee Benefits, Incentive and Rewards and Expense Management with product and service solutions developed to support these.

Along with certification for Environmental Management and Information Security Management, Edenred aims to achieve the following goals:

- Maintain our leadership position in the UK corporate and government services sector.
- Work towards continual improvement of our service levels and ensure total customer satisfaction.
- Create a framework to establish Quality Objectives at the company and departmental levels and review them at regular intervals
- Expand and develop our services to provide an increasingly comprehensive range to our Clients, Users and network Merchants.
- Provide the timely and efficient supply of services and provide prompt reimbursement, meeting the expectations of Clients, Users and network Affiliates.
- Maintain the ISO 9001:2015 Quality Management aspects of the ISO Quality and Environmental Integrated Management System and ensure that the quality of all services is consistently effective, and the above goals are met.
- Comply with applicable legislative and other requirements to continually improve the effectiveness of the Quality Management aspects of the ISO Quality and Environmental Integrated Management System
- All employees are fully briefed on the ISO Quality and Environmental Integrated Management System, and participate in continual training to ensure and maintenance competence

A handwritten signature in blue ink, appearing to read "Patrick Langlois".

**Patrick Langlois**  
**Managing Director**  
**EDENRED (UK GROUP) LTD**

**19<sup>th</sup> April 2018**