TRUSTID QUALITY POLICY STATEMENT

TrustID (a Citation Group company) is a leading digital verification service provider. TrustID is committed to providing excellent market-leading identity document verification services, designed to make identity checks easy, from our customers' offices or remotely, protect customers from fraud, save time and drive efficiencies.

TrustID Limited is committed to the effective implementation and continual improvement of a Quality Management System (QMS) that meets the requirements of the ISO 9001:2015 standard, conveying exceptionally competent and committed workforce in all areas of our service delivery, utilisation of cutting-edge innovation and building strong business relations with our partners while meeting all legal and other applicable requirements to which the organisation subscribes.

To this end, the TrustID commits to:

- A constant pursuit of quality, value and reliability in the products and services the company provides to its customers.
- Ensuring that customers' needs, and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Responding appropriately and correctly to customer enquiries, orders, or complaints.
- Ensuring that members of staff are fully trained to meet the requirements of the business and its customers.
- Conducting periodic management reviews to ensure the continuing suitability, adequacy, and effectiveness of our Quality Management System.
- Providing adequate resources to achieve the objectives of the QMS.

This policy sets the framework for the establishment and review of our quality objectives.

The TrustID Senior Management team has the overall accountability for ensuring that the objectives of the Quality Management System are achieved, delegating responsibilities and authorities to various parties for effective implementation, and promoting the commitment of all staff to addressing quality as part of their operations, in accordance with the established processes.

Signed:
Jack Price
Managing Director
Date: 27 January 2026