Who We Are

TrustID Limited ("TrustID"), a Citation Group company and part of the Group's Verification Division is a leading digital verification service provider. TrustID is committed to providing excellent, market-leading identity document verification services, from Right to Work checks to a broadening range of applications including Know Your Customer (KYC), Anti-Money Laundering (AML) and licensing checks, designed to make identity checks easy from our customers' offices or remotely, protect customers from fraud, save time and drive efficiencies.

Our Quality Management System

TrustID Limited is committed to the effective implementation and continual improvement of a Quality Management System (QMS) that meets the requirements of ISO 9001:2026, conveying an exceptionally competent and committed workforce in all areas of our service delivery, utilisation of cutting-edge innovation, and building strong business relationships with our partners, while meeting all legal and other applicable requirements to which the organisation subscribes.

This policy takes into account the context in which TrustID operates — including our expanding range of identity-verification use cases and our role within the Verification Division and supports strategic direction of both TrustID and the wider Verification Division. Our Quality Management System is independently audited and certificated by a UKAS-accredited certification body.

Quality Culture and Ethical Behaviour

Quality at TrustID is not only what we document, it is how we behave. Our leadership promotes a quality culture and ethical behaviour that is reflected in our shared values, attitudes and everyday practices, not only in our written procedures.

Every member of staff is expected to understand this culture and to see it reflected in the decisions leadership makes, the behaviours that are recognised, and the way concerns and ideas are raised and addressed openly.

Our Culture in Practice

To this end, TrustID commits to:

- A constant pursuit of quality, value and reliability in the products and services we provide to our 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 and complaints;
- Ensuring that members of staff are fully trained, and understand their individual contribution, to meet the requirements of the business and its customers;
- Acting with integrity and sound judgement, and raising concerns openly, as the foundation of an ethical quality culture;

- Conducting periodic management reviews to ensure the continuing suitability, adequacy and effectiveness of our Quality Management System;
- Independent bias and fairness reviews of our document-checking and face-matching models, including testing across different document types and demographic groups;
- A right to manual human review for any Applicant whose check is rejected or flagged solely by an automated decision.

Risk- and Opportunity-Based Thinking

TrustID applies risk-based thinking to protect the integrity of every identity check we perform — recognising the consequences of document fraud, the trust placed in us under the UK Digital Verification Service Trust Framework and applicable DBS supplementary code, and the expectations of customers who increasingly rely on our checks for regulated purposes such as KYC and AML.

We treat the identification and pursuit of opportunities as equally important, and distinct from managing risk. As TrustID extends into new verification use cases, opportunities to innovate, improve reliability, and serve customers more efficiently are actively identified, evaluated and acted on in their own right.

Quality Objectives

This policy sets the framework for the establishment and review of TrustID's quality objectives., developed in accordance with our company values and strategy.

Leadership Will

- Ensure the integration of the quality management system requirements into the organisation's business processes;
- Promote a quality culture and ethical behaviour, and ensure all employees are aware of this policy, our quality culture, and the requirements of our quality management system;
- Promote the use of the process approach, and risk-based and opportunity-based thinking;
- Ensure that the resources needed for the quality management system are available;
- Monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled;
- Ensure internal audits of the quality management system are conducted at planned intervals to confirm it achieves its intended results;
- Engage, direct and support employees and subcontractors to contribute to the effectiveness of the quality management system;
- Support other relevant managers, including within the Verification Division, in demonstrating their leadership as it applies to their areas of responsibility.

Governance and Accountability

The TrustID Senior Leadership Team has overall accountability for ensuring that the objectives of the Quality Management System are achieved, delegating responsibilities and authorities to various parties for effective implementation.

Availability and Review

TrustID will make this policy available to interested parties on its website. This policy will be reviewed annually, or sooner following operational, organisational or regulatory change.

Signed: Jack Price

Jack Price (Oct 30, 2026, 9:23am)

Name: Jack Price

Title: Managing Director

Date: 30/10/2026