

**“TOKEN FINANCIAL TECHNOLOGIES”** undertakes research and development activities in payment systems in the field. TQM/GEN/T02 V2.0 (Terminal Quality Management Requirements): TQM (Terminal Quality Management) standards must be met to get the TQM Label approval, which was developed by Mastercard for cash register products and made obligatory for cash register POS terminals. The TQM Management System, which covers Quality Management System (ISO 9001) and Product Configuration Management System (ISO 10007), is applied for cash register POS processes of the Token Financial Technologies. Our TQM Policy is as follows.

We develop and offer financial technologies services for reliable products that exceed customer expectations, easy to purchase and use using developing and current technologies in line with Token’s vision.

- During our activities, we define and document functional physical characters of configuration items, certify and ensure continuous improvement of Configuration Management and Quality Management Systems to be in line with the standard requirements of TQM (Terminal Quality Management).
- We commit to continuously improve and meet the requirements for efficiency of the Configuration Management System.
- We check and record changes to the configuration items and the relevant documents.
- We define configuration of our products and manage changes to ensure compliance with the technical requirements in the product lifecycle.
- In scope of Configuration Management, we carry out periodic audits to check compliance with requirements.

We manage our Configuration Management activities, with the purpose of

- Achieving company and department targets within the team spirit taking Total Quality Principle as basis,
- Determining preventive approaches that will improve our performance by reviewing our processes through a self-evaluation process,
- Improving the efficiency in all our processes to a level that can compete on the international level through a continuous improvement approach,
- Promoting innovative and creative approaches, and carrying out trainings that will develop technical and behavioral capabilities,

as well as in integration with Quality, Environment, Occupational Health and Safety Management Systems and we do our best to become an exemplary organization in the durable consumer goods sector with our pioneering role in Quality.

## **DUTIES AND RESPONSIBILITIES;**

TQM Policy is published under the coordination of Operation and Quality Directorate, reviewed and updated when necessary, and approved by TOKEN Top Management.

Duties and responsibilities regarding the implementation of the Environmental Policy are described in the Quality Hand Book.

Violations of this Policy may result in various sanctions, including termination of employment.