



EDENRED ROMANIA POLICY AND OBJECTIVES IN THE FIELD OF QUALITY AND CUSTOMER SATISFACTION

Edenred is the global leader in transactional solutions for companies, employees and merchants. Whether they are made via card, mobile apps, online platforms or tickets, all these solutions mean a higher buying power for the employees, optimised costs for the companies and higher income for the merchant partners.

Edenred Romania's vision is to become a digital referent on the prepaid B2B2C services market in Romania, through innovation, higher quality of services provided to the clients and operational excellence. As a decisive argument regarding the implementation of the future requirements, Edenred Romania relies on the effectiveness and constant development of the quality management system, as required by SR EN ISO 9001:2015 standard.

Amongst the defined objectives of Edenred Romania we include constantly meeting the requirements of the clients, partners and interested parties, maintaining its position as national leader in prepaid services for companies, the increase and the diversification of the services portfolio and of the benefits provided to the beneficiaries of Edenred vouchers and cards, through the innovation and constant development of our products and services by complying with the legal regulations in force.

At the core of the solutions' quality provided by Edenred Romania to all its partners stand the company's values - demonstrated daily by its representatives: "Passion for clients", "Respect", "Imagination", "Simplicity", "Entrepreneurship".

Furthermore, pursuing our activity in an environment that will not endanger the health and safety of the employees is also a top priority for Edenred Romania. In this respect, the principles of identifying, avoiding and fighting the risks of accidents and professional disease associated with the activities within the company are complied with.

For a higher degree of satisfaction for the clients and for our users, this year, we plan to expand our sale points network business partners for all the products, both on paper and on digital format throughout the country. With respect to the quality of the tickets, we plan to maintain a threshold of 0.01% for non-compliant tickets.

The alignment of the process of dealing with customer complaints with the international standard ISO 10002:2018 strengthens the efficiency, the performance and the consistency of the process, as a basis for a constant growth of the clients' satisfaction, improving the Edenred solutions and reaching the desired operational excellence level in provided services.

In order to achieve the quality objectives, I commit myself to allocate the necessary human and material resources, to efficiently implement the quality system, including the management of the customer's satisfaction through the complaint handling process, observing the manual and the quality procedures, as well as regarding Edenred availability to comply with the requirements of ISO 9001:2015 and ISO 10002:2018.

In this respect, Edenred Romania manifests its openness for the implementation of the quality principles: customer focus, leadership, employee commitment, process-based approach, improvement, evidence-based-decision-making and relationship management with all the interested parties. Each employee is a valuable ambassador who ensures the realization of the social and economic utility of the tickets issued by Edenred Romania, with a positive impact among companies, employees and the state. Professionalism and trust are the best warranties that we can offer to our partners.

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