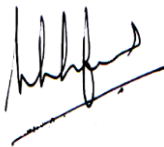


Inline with the Quality policy statement, Total Data Limited shall:

- Achieve customer satisfaction rating of at least 80% annually in order to achieve client retention.
- Ensure effective responses to all customer complaints within 24 hours, reporting, investigating, closing out the complaint to the satisfaction of the customer no later than three (3) working days and escalation is initiated if resolution is not achieved within the set timeline.
- Ensure at least 80% of the workforce go through training and development in identified competence area to increase productivity and overall performance
- Achieve a minimum aggregate staff job satisfaction rating of 80% via quarterly survey of a minimum of 75% of internal and outsourced staff respectively.

Managing Director



Managing Director
Quality Objective Version: 1
Authorization Date: 12/10/2020