

TSCF TRUST & QUALITY SCALE

Grade	Categories	Levels	Definitions
Trust grade	White	AA+ AA AA- A+ A A-	The organization offers quality services, possesses all the required skills and strives to develop a balanced, community-spirited and collaborative relationship with its users, its providers, and the environment.
Trust grade	Blue	BB+ BB BB- B+ B B-	The organization is genuinely dedicated to service adequacy and improvement, but lacks resources or skills – be they technological or relational.
Non-Trust Grade	Orange	CC+ CC CC- C+ C C-	The organization does not meet minimal standards of quality because of a lack of commitment, organization, consistency, professionalism and skills, - be they technological, relational or ethical.
Non-Trust Grade	Red	DD+ DD DD- D+ D D-	The organization tries to dominate its clients or users, imposes on them unilateral and unfair conditions, attempts to render them technologically or economically dependent, and cartelizes the market, while being government- and third-party dependent.

Non-Trust Grade	Black	EE+ EE EE- E+ E E-	The organization instills abuse in the heart of its internal and external relationships. Criminal organizations, or organizations the activity, beliefs, and practices of which involve a serious blow to the common good, civil liberties, and the State of Law. The techniques they use may include at various degrees threats, theft, blackmail, intimidation and the use of force or violence.
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The *TSCF trust & quality scale* applies to all organizations, formal or not, be they private, public, or governmental - as long as they provide a good or service, and implement or enforce policies directed towards the public. The way we insert these organizations in the scale is based on direct experience and testimonies, incident-based observation, and analysis of their terms and conditions, constitutional rules, procedures, communication styles and public declarations.

The scale is based on a crucial component of social capital: *trust*. Some organizations are trust-grade, while others are not. Only white and blue are trust-grade.

The rating levels allow differentiating the levels of quality within a given category. These ratings are not definitive, but depend on the development of the organization involved. Although they follow the levels of the main credit rating agencies, they do not have a financial or economic connotation, but are indicative of a degree of organizational and societal performance.