



## HFG THE QUALITY POLICY

It is the policy of HFG to be the Insurance industry's leading UK and International recruitment specialist with a focus on customer service and quality; driven by a quality management system and an internal culture of people development and recognition.

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2015 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure that this is fulfilled, all employees receive training to guarantee awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to an annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to adhere to it.

A handwritten signature in black ink, appearing to read 'W. Gallimore', followed by a horizontal line.

**William Gallimore**  
**Managing Director**