

We remain committed to maintaining a reputation for excellence in the recruitment and personnel outsourcing industry by ensuring our staff uphold our high standards throughout the recruitment and talent management process.

The key principles underpinning our quality policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed service.
- Making every effort to follow all agreed customer requirements and all related to the service being offered.
- Recognition of individuals who demonstrate excellence or innovation in service delivery.
- Maintaining and continuously improving a management system that complies with the requirements of ISO 9001:2015.

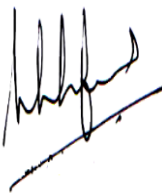
Our quality objectives are to:

- Consistently provide qualified persons capable of meeting our client's specifications and requirements.
- Efficiently deliver services to our customers compliant with all prevailing statutory and regulatory requirements and within agreed service levels.
- Resolve customer, employee and external providers queries promptly and in a friendly manner.
- Give our customers the utmost confidence in our services and ability to meet their needs.

To achieve these objectives, we commit to:

- Ensure high levels of management and competent staff involvement in all operational aspects.
- Continuously engage all stakeholders in meaningful consultation and communication.
- Improvement of customer satisfaction.
- Establish and communicate effective quality processes and procedures which provide a framework for measuring and continual improvement of our services and Management System.
- Continual monitoring and reporting of all agreed service quality and performance indicators.

Ademola A. Adams



Managing Director
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