



# CTG Quality Policy

## 1. Policy Statement

CTG is an international human resources management company, which predominantly provides specialist staffing solutions for clients operating in complex environments worldwide. The purpose of this policy is to ensure that CTG's customers consistently receive services of the highest quality from CTG so that they can conduct their business efficiently. This policy is based on the following tenets:

- a) **Continual Improvement:** CTG has implemented a quality management system (QMS) which complies with the requirements of ISO 9001:2015 and aspires to achieve continual improvement.
- b) **Customer Focus:** CTG prioritises the needs and expectations of our customers in all that we do. We continually strive to understand customers' requirements- through dialogue, formal statements, surveys and feedback- and then to meet them in full.
- c) **Compliance:** CTG adheres to all relevant legal and regulatory requirements, as well as industry standards and best practices. Our operations are conducted ethically, responsibly, and in compliance with all applicable statutory and regulatory requirements (including international customary laws).
- d) **Employee Competence and Engagement:** CTG recognises that our staff are integral to our success. We promote a culture of empowerment, accountability, and teamwork, where staff are encouraged to contribute their ideas, skills, and expertise to drive quality excellence. In addition, managers at every level are to ensure that their staff are competent to fulfil the demands of their job.
- e) **Holistic approach:** The success of CTG's business is based upon its understanding the needs/expectations of the triumvirate of the client, our employees and consultants- and meeting them consistently.
- f) **Innovation:** Innovation is integral to our approach to quality. We encourage creativity and new ideas to improve quality, efficiency, and customer satisfaction. CTG's management is committed to making its QMS work effectively and seeking opportunities for improving the system as well as the quality of CTG's services.

This Quality Policy serves as a framework for establishing and achieving quality objectives across all levels of the organisation as outlined in CTG's Company Goals. We are dedicated to upholding these principles and continually improving our Quality Management System to deliver excellence to our customers.

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