



Quality Policy

THE Agency (Recruitment) Ltd (THE Agency) wishes to continue to develop its reputation as an effective business providing high quality recruitment services. We are committed to ensuring that the service offered is the best solution for the Clients using the highest personnel available.

We continually seek ways to improve our service and quality performance, and monitor developments in our markets to ensure we keep abreast of client's needs. Indeed, we set ourselves targets for quality and measure our performance against these to ensure our clients remain satisfied and we continue to succeed. Our key objective is to perform at a level where all our Clients and Candidates perceive us as delivering an excellent level of service.

Continuous improvement happens best when everyone involved with the business is committed to it. Therefore, although the Managing Director is ultimately responsible for quality; everyone at THE Agency is encouraged to play an active role. This includes identifying areas where we may fall short of objectives and for suggesting improvements to help us achieve the quality we seek.

As part of our quest for quality we were accredited with the ISO9001-2008 accreditation in December 2009.

Through application of this policy in all aspects of our business and listening to our clients, we believe THE Agency will continue to succeed in an increasingly competitive market.

A handwritten signature in black ink that reads 'Kim Barnes — Evans'.

Kim Barnes — Evans FIRP
Managing Director