

Quality Policy

1. Introduction

HTG Trading Ltd. is committed to delivering high-quality services and products that meet or exceed client expectations. We strive to uphold the highest standards of professionalism, reliability, and continuous improvement across all areas of our operations.

2. Purpose of this Policy

This policy outlines our approach to:

- Ensuring consistent quality in all services and deliverables
- Meeting applicable legal, regulatory, and contractual requirements
- Promoting a culture of continuous improvement and accountability
- Enhancing client satisfaction and long-term relationships

3. Scope of This Policy

This policy applies to:

- All employees, contractors, and temporary staff
- All business functions, including service delivery, client engagement, and internal operations

It supports our broader business objectives and aligns with relevant standards and frameworks, including ISO 9001 principles.

4. Quality Commitments

HTG Trading Ltd. will:

- Deliver services that are fit for purpose, legally compliant, and aligned with client needs
- Maintain clear and consistent documentation, procedures, and controls to support quality assurance
- Encourage employee ownership of quality standards and provide training where needed
- Monitor performance through client feedback, audits, and internal reviews
- Take prompt corrective action where quality issues are identified
- Review and improve processes regularly to enhance efficiency and effectiveness

5. Roles and Responsibilities

- **Senior Management** is responsible for setting quality objectives and ensuring resources are in place to meet them
- **Managers** and team leads are responsible for implementing quality procedures and monitoring performance
- **All employees** are expected to uphold quality standards in their daily work and report any concerns or improvement opportunities

6. Monitoring and Review Policy

Compliance with this policy will be monitored by the Quality Lead or HR department, depending on the business function. The policy will be reviewed annually and updated as necessary to reflect changes in legislation, client expectations, or business strategy.

This policy has been checked, approved, & authorised by:

Reviewed By: Andrea Senior

Document Approval: Mark Stebbings

Last Review Date: Oct 25 | Oct 26

Next Review Date: January 2027