

Quality Policy Statement

The BTR Hub is committed to maintaining a robust Quality Management System (QMS) in line with ISO 9001:2015 and all relevant statutory and regulatory requirements.

Our goal is to be a trusted provider of **tailored training** and **targeted recruitment services**, delivering reliable and measurable value to our clients, candidates, and stakeholders.

Our commitments:

- Achieve consistent satisfaction for clients and candidates by reducing errors and service gaps.
- Fulfil the requirements and expectations of all interested parties while remaining fully compliant with applicable laws and regulations.
- Enhance the competence of our staff through ongoing training and professional development.
- Clearly communicate roles, responsibilities, and quality objectives throughout the organisation.
- Foster a culture of continual improvement, accountability, and operational excellence.
- Identify and address risks proactively, preventing non-conformances and implementing corrective actions as necessary.
- Provide the infrastructure, technology, and resources essential for delivering and monitoring effective training and recruitment services.

Management considers the upholding of high-quality standards central to our purpose and is dedicated to the continual improvement of our QMS to maintain ISO 9001:2015 compliance and support sustainable growth.



CEO