

Quality Policy

Higher Talent Inc. is committed to meeting or exceeding its key stakeholders' expectations. It is our objective to provide consistent, high quality to our customers in all of our professional services and products. Our purpose is to provide world-class HR solutions that enable our customers to attract and retain top talent.

Every interaction with a customer is an opportunity to deliver value. Higher Talent aims to meet the below quality standards as part of its Quality Policy.

- Identify opportunities for continuous improvement of our quality management system.
- Set corporate objectives on an annual basis, and review on a quarterly basis our progress towards realizing those objectives.
- Measure customer satisfaction of Higher Talent's products and services on an annual basis to identify opportunities for improvement.
- Create a safe, candid environment where our employees, customers, and management are able to engage in a manner that moves us towards achieving our clients' goals.
- Consult and provide support to our suppliers, contractors and employees so they
 have all the information and resources needed to meet our customers' expectations.
- Customize our solutions, whenever possible, to fit the customers' work environment, culture, size, industry and internal needs according to the scope identified.
- Update our methods and intellectual property on a regular basis to lead the market and demonstrate thought leadership in all our human resources solutions
- Embrace technology and seek out HR applications that provide value to our clients.
- Review this Policy during our employee orientation sessions with all new hires.
- Review this Policy for any relevant updates on an annual basis.

Approved by: Susan Power, Owner & CEO

Signed: June 8, 2015

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