



INTEGRATED MANAGEMENT SYSTEM POLICY

HGC's Integrated Policy Statement:

Operational standards of efficiency, effectiveness, quality and information security are observed in all aspects of HGC's system of guarantees. The Corporation and all its employees commit to this and to the improvement of standards and service delivery.

Specific policies:

- HGC standards and procedures are in accordance with relevant laws and regulations, attuned to the requirements of the clients and ever-mindful of the needs of the citizenry it ultimately serves;
- HGC ensures the confidentiality, integrity and availability of information assets and its supporting medium;
- HGC has plans and procedures in place to ensure that critical processes continue within pre-determined time frames;
- Risks and opportunities are identified and managed to help meet the corporate objectives;
- All steps and procedures of HGC's system of guarantees, requirements and benefits, rights and obligations are well defined and clearly understood between HGC and its clients;

- All concerned HGC personnel work cooperatively and guided by the same operational standards so as to provide seamless and uniform quality service; and
- In view of changing times, HGC's system of guarantees always strive for relevance, driven by the commitment for improvement and with client satisfaction and the best interest of the nation in mind.