



Quality Policy

BH aims to be recognised as the leading independent recruitment consultancy and advisor to the supply chain, logistics and transport industry. To achieve this, we are committed to ensuring that its services fully meet or exceed the expectations of its private and public sector customers and candidates. We also aim for our recruitment activities to be of the highest standard and in line with industry best practice, regulations and legislation.

As a SME we do not have sophisticated systems as would be typically found within ISO 9001 and 14001 accredited companies, however we have adopted and adapted practices from these systems that meet the needs of our service provision and client expectations. Our procedures include reviews to ensure that the quality of our core activities such as Executive Search, Advertising and Selection and Database Search services meet the standards and service level agreement we set ourselves and with our clients.

At the end of each assignment, our customers are invited to comment directly on the quality and punctuality of our service provision as outlined in our proposals. Our consultants and project teams are expected to achieve a high level of customer satisfaction on all performance measures. Every member of staff is expected to accept personal responsibility for quality so that candidates and customers receive the highest possible standard of service.

A handwritten signature in black ink, appearing to read 'M Botham', written over a horizontal line.

Mark Botham
Chief Operating Officer

August 2008

