



Quality Policy

HKW Risk Management Ltd is a B2B consultancy working predominantly with businesses in Bristol and the South West. We believe in making management systems simple and we offer straightforward risk management advice and strategic support in an approachable and friendly way. We specialise in thinking differently and providing bespoke quality and environmental management systems that are easy to use, enhance business operations, support growth and provide assurance to Directors that risks are being managed as they should be.

What we do and the way we do it is rooted in our business values:

1. Keep it simple – we translate the quality management principles and ISO requirements into straightforward actions to improve business processes and outcomes
2. Stay curious – we always ask why something is done, and how it can be done better
3. Do the right thing – we work with our clients to identify areas of non-conformance or improvement and report on them honestly
4. Think green – we consider the environmental consequences of our actions and choices
5. Be generous – we share our knowledge and experience openly with our clients with the intention that one day we will no longer be needed. We donate a proportion of pre-tax profits to our two charities, St Richard's Hospice and We Talk Club
6. Have fun – we approach serious subjects with open hearts and a sense of humour
7. Eat cake – which is self-explanatory!

We are committed to:

- Satisfying relevant client and legal requirements
- Continually improving our management system and the services we offer our clients

This policy is communicated to all HKW Risk Management Ltd employees and associates, whilst being available to other interested parties on our website. This policy is reviewed annually to ensure that it remains appropriate to our strategic direction and is suitable, adequate and effective.

Helen Waddington, Director

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