

Quality Statement for 360Globalnet

360Globalnet was established in 2010 to provide the world's leading insurers with all the tools they need to digitally transform their interactions with all parties to a claim. Quality is at the core of our business operations because we deeply value our customers and their satisfaction. Our commitment is to deliver products and services that not only meet but consistently exceed our customers' expectations.

Our Quality Commitment

- **Customer-Centric Approach:** We place our customers at the forefront of our operations, continuously gathering feedback to refine our services. Our goal is to provide intuitive, responsive, and user-friendly solutions that meet the evolving needs of our clients.
- **Reliability and Performance:** We are committed to maintaining a robust and scalable infrastructure that guarantees consistent uptime and optimal performance. Our team of experts works tirelessly to ensure our platform is reliable, minimizing downtime and maximizing operational efficiency for our customers.
- **Continuous Improvement:** Quality is an ongoing commitment. We continuously monitor, evaluate, and enhance our services to ensure they exceed industry benchmarks. We invest in the latest technologies and practices to remain at the forefront of innovation.
- **Transparent Communication:** We believe in clear, honest, and proactive communication with our customers. We provide regular updates, support, and educational resources to ensure our clients can fully leverage the potential of our services.
- **Sustainability:** We are committed to environmental sustainability and actively work to reduce our carbon footprint. Our offices utilise energy-efficient technologies, and we strive to promote sustainable practices throughout our operations.
- **Security and Compliance:** We prioritize the security of our customers' data and are fully compliant with UK data protection regulations, including GDPR. Our security protocols are regularly updated to meet the highest industry standards, safeguarding against potential threats.
- **Customer Satisfaction:** Achieving total customer satisfaction is our primary goal. We actively gather and monitor customer feedback, enabling us to refine our offerings and better serve our clients.
- **Customer Complaints Procedure:** We have established a robust customer complaints procedure, ensuring that any issues are addressed promptly and effectively, leading to lasting resolutions and improvements.
- **Supplier Selection and Monitoring:** We carefully select our suppliers and regularly monitor their performance against set criteria to ensure that they align with our quality standards.
- **Employee Training and Development:** We invest in the continuous training and development of our employees to ensure that they are equipped with the necessary skills and knowledge to deliver high-quality products and services.
- **Internal Audits:** We conduct regular audits of our internal processes to identify areas for improvement and ensure that our operations are aligned with our quality objectives.

- **Management Reviews:** Our management team conducts regular reviews of audit results, customer feedback, and complaints to ensure that our business remains effective and responsive to our customers' needs.

Our internal policies and procedures are documented and are available to our employees. We believe that quality is a shared responsibility, and while the CEO holds ultimate accountability, every employee within 360Globalnet is responsible for upholding and embedding quality in their respective areas of work.

At 360Globalnet, quality is more than just a policy—it's a fundamental aspect of our business ethos. We are committed to delivering excellence and building long-term, trust-based relationships with our customers, helping them achieve their goals with confidence.