

**I. POLICY**

**CGIC shall observe, adapt and adhere to the corporate Mission-Vision Statement of the Laus Group of Companies (LGC).**

**God willing, we shall transform the LausGroup from a good to a great company.**

**To achieve this:**

**We shall embrace Customer Satisfaction as our way of life**

**We shall strive to be an innovative, professional, dynamic and competitive business enterprise**

**We shall endeavor to be the preferred supplier of vehicles, products and services**

**We shall provide employees with opportunities for personal and professional growth**

**We shall seek to be looked upon by our business partners with trust and respect**

**and**

**We shall remain conscious of our social responsibility and our role in community development and nation building**

Prepared by/Date:

Reviewed by/Date:

Approved by/Date:

LEAH MARIE D. OCAMPO  
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AMADOR M. TOLENTINO  
Quality Management Representative

GILBERT M. FERNANDEZ  
President and COO, and QC Chairman

Commitment of CGIC's management in achieving the Laus Group of Companies (LGC) Mission / Vision is stated in the company's Quality Policy below.

**CGIC VISION**

**CGIC** shall observe, adapt and adhere to its vision.

**CGIC: A Learning Organization driven by People who are dynamic, united and committed towards the achievement of half a billion net worth in 2016.**

## Quality Policy

**We at CGIC pride ourselves in providing quality non-life insurance products and services that enhance customer satisfaction.**

**We do this by meeting customer, statutory and regulatory requirements, and by continuously reviewing and improving the effectiveness of our processes and quality objectives through our competent and committed management team and employees.**

The Quality Policy will serve as a basis in developing the quality objectives and processes in the QMS. The Quality Policy is communicated to employees during orientation and training and by strategically displaying it throughout the company's main office and branches. Quality Policy of CGIC is controlled by including it in this manual and being reviewed for suitability in every Management Review meetings.

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# QUALITY MANUAL

**MANUAL  
ISSUANCE NO. 1**

Section 5.0  
**MANAGEMENT RESPONSIBILITY**

Effectivity Date:  
March 17, 2014

**ISO 9001:2008**

Subsection 5.3  
**QUALITY POLICY**

Revision No.  
0

In implementing the established quality objectives, CGIC will be guided by the Corporate Values of the Laus Group of Companies (LGC).

**In our quest to transform the LausGroup from a good to a great company, we will continue to be guided by the following corporate core values:**

- **Customer Satisfaction**
- **Honesty and Integrity**
- **Hardwork and Productivity**
- **Efficiency**
- **Social Responsibility**

**II. APPLICATION**

All Departments/ Personnel

**III. REFERENCES**

Department Quality Objectives  
Quality Plan  
Management Review Minutes of the Meeting

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