

Quality Policy

HNB PLC

Hatton National Bank PLC (HNB) is one of Sri Lanka's premier commercial banks which is committed to delivering exceptional financial services that combining entrepreneurial spirit with empowered people and leading-edge technology to constantly exceed stakeholder expectations. We are dedicated to ensuring customer satisfaction, upholding integrity, and continuously improving our processes and systems while maintaining the highest standards of quality and compliance according to the requirement of ISO 9001:2015 standard.

We are committed to,

- Strive to understand and exceed our customers' expectations by delivering personalized, efficient, and reliable banking services.
- Complying with all applicable laws, regulations, and industry standards. We maintain a robust control framework to safeguard our customers' interests, protect their confidential information, and prevent financial crime.
- Pursue operational excellence by optimizing our processes, eliminating inefficiencies, and enhancing the speed and accuracy of our services.
- Maintain a comprehensive risk management framework to identify, assess, and mitigate risks that could impact our customers and the bank.
- Recognize that our employees are our most valuable asset. We invest in their professional development, provide them with a safe and inclusive work environment, and empower them to deliver high-quality services.
- Embrace technological advancements and leverage innovation to enhance our products, services, and customer experience.
- Maintain our Quality Management System to conform to the requirements of ISO 9001:2015.
- Regularly monitoring and measuring our performance against these objectives, and we strive for continual improvement in all aspects of our operations.



Doc No:	HNB/BSQ/QMS/0001	Date Issued:	24.11.2023
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