

*Quality Innovation Performance Certifications Pty Ltd* (QIP Certifications) commitment to quality extends to our technical, operational, client service needs and our objectives. Our quality service culture is characterised by our focus on client and organisational continuous improvement.

The Board, management, staff and contractors at QIP Certifications are committed to provide current and potential client satisfaction through the delivery of quality services.

Our people will strive to:

- Identify, meet and exceed client expectations;
- Respond quickly to changes in the business environment and changing client needs;
- Attract and retain clients by providing best-in-class service.

To ensure our quality success, QIP Certifications leadership will:

- Understand and maintain an absolute focus on our proactive and long-term commitment to clients and continuous service improvement;
- Act as a sector role model for others by living out our values;
- Protect the privacy and confidentiality of all clients and stakeholders;
- Resource and maintain an Impartiality Committee to ensure strict adherence to established impartiality norms which will be reviewed on a periodic basis.

In conducting certification activities, QIP Certifications understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and that no conflict of interest exists. To this end, an independent Impartiality Committee is established to oversee the certification process to identify any potential conflicts of interest.

Our certification process will ensure that all audits are carried out effectively and efficiently, through the use of trained, experienced and competent audit and support staff. Certification decisions will be conducted in accordance with the requirements of relevant standards. In addition, QIP Certifications ensures that it fully complies and remains compliant with the Joint Accreditation System of Australia and New Zealand, relevant International and Australian standards, accreditation frameworks and all requirements of regulatory bodies.

Any client who disagrees with a Certification Decision has the right of appeal. All Appeals will be brought before an independent Appeals Panel, comprising suitably qualified individuals who are not employees of QIP Certifications.

QIP Certifications will continually seek to improve our services. We will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, staff performance management, monitoring, review and evaluation through scheduled management review meetings and risk management meetings.

QIP Certifications will provide, maintain, regularly review and evaluate our complaints system to ensure that it meets Australian Consumer Law. Management will be informed through reviews, meetings and continuous improvement.