



**QUALITY POLICY**

Australiawide Mercantile Agency has an ongoing commitment and vision to maintain its position as a leader in the debt collection industry. The vision is underpinned by the relentless pursuit of innovation benchmarked against the best in Australia and by maintaining a clear companywide focus on excellence and Client expectations and requirements.

**QUALITY OBJECTIVE**

- Provide the necessary resources to maintain and continually improve our Brand.
- Continually look to improve our systems and comply with Information Security requirements.
- Comply with requirements of regulatory authorities.
- Ensure SLA's (service level agreements) are complied with.
- Ensure all employees are trained and have the knowledge and experience to perform their duties in a competent manner.
- Maintain a fair work environment that respects and rewards innovation and hard work.
- Respond to any Client quality concern to establish customer satisfaction.
- Achieve objectives and Key Performances Indicators as established in the job specifications of our clients.
- Inspect and remediate any Client/Customer complaints relating to actions of subcontractors.

**STRATEGIC DIRECTION**

**VISION**

As a growing business, and a leader in our field, we strive for perfection, and envision further development and expansion into markets across Australia, to provide a complete and professional service to our clients.

**MISSION**

- To always act with honesty, transparency, and integrity.
- To only act within the rules of the regulatory authorities and with regard to our client's good name and standing in the financial sector.
- To treat Client's customers with respect and understanding where required but always endeavor to act in the best interest of our clients.
- To grow our business by striving to provide the best and most comprehensive service in our industry.

**GOALS**

- Continuous development and improvement of our ISO 9001 2015 Quality Management Systems
- Remain compliant to statutory, regulatory and Client SLA requirements.
- Performance benchmarking and monitoring of measurable quality targets.
- Attendance to tasks and ensuring we deliver the highest level of productivity and efficiency in all business processes.
- Open communication with Clients, Suppliers, and staff.
- Commitment to employee recognition.

Australiawide Mercantile Agency is committed to learning, knowledge sharing, enhancing the skills of personnel and continuously improving our systems.

Management is responsible for ensuring adherence to the Quality Management System and for recording the impact of quality improvements.

**Policy Review and dissemination:**

During induction, each employee will be provided with a copy of the policy. Employees will have ready access to all quality policies and procedures. This policy will be reviewed at least every two years to ensure its continued suitability.

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**Top Management Approvals:**

Director: David Combrink

Date: 15/05/2023 Signature:

*David Combrink*

Office Manager: Kobie Combrink

Date: 15/05/2023 Signature:

*KSCOMBRINK*