

## Quality Policy Statement

Balance Recruitment is a provider of recruitment services with specialist practices in IT and executive recruitment. Balance was established in 2007 and has a head office in Sydney, NSW and a regional office in Wollongong NSW. Balance provides the following services on an Australia-wide basis:

- Temporary and contract recruitment services
- Permanent and fixed term selection recruitment services
- Retained and executive recruitment services
- Career management services
- Payroll services

Balance is fully committed to our quality policy which is in place to ensure that we uphold the highest standards of service and performance throughout the recruitment process to our customers, candidates and contractors.

Our goal is to provide experienced Candidates, capable of meeting Customer specifications and requirements, compliant with prevailing legislation, which meet or exceed our customer's expectations. To achieve this, Balance operates to stringent quality procedures. We are committed to continuous improvement, and have established and communicated procedures and processes which provides a framework for measuring and improving our performance.

Balance's approach to quality is based on the following principles:

- Conforming to requirements, having identified the needs of our Customers, Candidates, Contractors, and our internal systems;
- Looking at our service provision processes, identifying the potential for errors and taking the required actions to eliminate them;
- Ensuring that everyone understand how to do their job to the required standard, and doing it right the first time;
- A comprehensive service review process that encourages and uses feedback from Balance Employees, Customers, Contractors and Candidates to continuously improve our service.

Balance's Quality Principles will be achieved through:

- Providing dedicated consultants and administrative staff who are experts in their field;
- Documented business policies, procedures and work instructions;
- Records management using TRIS, as a single source of truth for documenting all stakeholder interactions;
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers;
- Regular management reviews with all staff, including support staff;
- Clear internal communication through a streamlined management reporting structure;
- Regular gathering and monitoring of Client and Candidate feedback, including complaints, via a formal complaints procedure;
- Commitment to continuous improvement;
- An annual, thorough internal audit programme;
- Awareness and training as appropriate in relevant changes to employment legislation which affect the delivery of our services.