

SETTLE WITH EASE

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QUALITY POLICY

Vicki Philipoff Settlements is a settlement company that consistently delivers quality cost effective service to clients in Western Australia.

Vicki Philipoff Settlements ensures that the needs and expectations of the client are always met while complying with contractual, regulatory and legal requirements in the most cost-effective manner.

The Company establishes and reviews quality objectives and strives to meet predetermined targets to minimise the risks associated with company activities and to continually improve the management system performance.

To achieve these objectives the company has a Management System that complies with the requirements of AS/NZS ISO 9001:2016. This management system ensures that all company activities are carried out in a planned and systematic manner resulting in consistent and improving quality of service that provides satisfaction to clients.

Through quality management, it is the aim of the company to continually strive for quality improvement in all activities, in order to maintain a competitive advantage and to increase market share in the industry.

Management is committed to providing leadership and resources at all levels of the company to ensure the objectives are met.

It is the responsibility of all employees to become familiar and comply with the company management system manual and procedures.

Authorised By:

V. Philipoff

Managing Director

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Members of: Australian Institute of Conveyancers (WA) Division Strata Community Australia Property Council of Australia Real Estate Institute of WA Independent Settlement Agents Association (Inc) Urban Development Institute of Australia Chamber of Commerce Issue Date: February 2018 Last Review: February 2018

INDEPENDENT REAL ESTATE SETTLEMENT AGENCY Licensee: Vicki Philipoff Settlements Pty Ltd T/F The V Philipoff Family Discretionary Trust No 2 T/A Vicki Philipoff Settlements ACN 085 689 470 ABN 11 105 947 750