

## Quality Policy

IPAR delivers Return to Work, Injury Prevention, Occupational Health and Safety and Employment Services solutions to a broad range of customers. These solutions aim to minimise the impact of injury or illness in the workplace and maximise an individual's potential.

We pride ourselves on providing outcome focussed, proactive services, delivered in a way that treats all individuals with dignity and respect.

We aim to understand the drivers of our customers and put systems in place to ensure that our services meet or exceed our customers' requirements.

In order to meet these goals, IPAR has implemented a Quality Management System that complies with the International Quality Assurance Standard ISO 9001:2015. Our Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the core areas of the company's activities.

Each year in line with strategic planning, quality objectives are established. These objectives are documented in IPAR's Quality Objectives document. The achievement of these objectives is reviewed at the monthly National Management Meeting.

Management is committed to satisfying all applicable requirements of the standard, and is committed to operating and continually improving our Quality Management System. Management are also committed to encouraging all members to contribute to continuous improvement in all that we do. All IPAR personnel are required to work towards the fulfilment of the Quality Management System, and management will regularly review the system to maintain its suitability and effectiveness.



**Ben O'Neill**  
General Manager