

Quality Policy



ProQuest Pty Ltd herewith referred to as **ProQuest** is committed to providing a quality service to our clients.

ProQuest stands for equal partnership between clients, employees and internal staff. With our employees we build open and transparent relationships to ensure we are matching the right person to the right customer and position whether it be for Casual, Permanent or Contract work.

We value our employees and recognise training as an essential part of achieving our full potential. Employee performance individually and collectively reflects their competence and ownership of our company values.

Quality service and improvement is a company wide effort, it is the responsibility of every employee to make decisions and take action to enhance quality in all activities undertaken by ProQuest.

Our Integrated Management System provides comprehensive process control of all administrative aspects relating to the contract and the supply of services to our clients. Our aim is to prevent or detect any non-conformance within these processes and to ensure adequate steps are taken to prevent any recurrence.

The Directors, Management and Employees have a duty to comply with the requirements, standards and instructions set out in the Integrated Management System and all other applicable external regulations or demands. All managers have a duty to ensure their staff are familiar with, understand and observe all parts of the Integrated Management System, standard policies, processes and instructions relevant to their work.

ProQuest's processes cover the end to end recruitment process from initial recruitment through to placement and follow up. It ensures that our clients are provided with candidates that meet mutually agreed minimum recruitment standards.

We empower staff to respect and protect each other and to take responsibility for building a safe and healthy work place. As an organisation we endeavour to set standards that support awareness and protection of rights.

Richard Hele - Director

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Robin Kippie - Director

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Mark Nussbaum - Director

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Date: 13/07/2023