



# QUALITY ASSURANCE POLICY STATEMENT

Ridge Nominees Pty Ltd trading as Harbour Financial Planning provides innovative and competitive services to individuals, families and organisations.

Harbour Financial Planning is dedicated to providing an extensive range of services that will contribute significantly to the success of each and every client, organisation, and/or customer. The successes of our customers translate into fundamental success for Harbour Financial Planning.

## Primary Goal

The Primary Goal of the Policy and associated procedures is to sustain continued commitment to meeting organisation, client and customer requirements. We ensure that our services are provided in a confidential manner and personal information is retained and secured adhering to industry standards.

## Objectives

The objectives of this policy are to:

- ❖ Demonstrate and achieve commitment to meeting all contractual commitments and obligations;
- ❖ A corner stone of this policy is communication on all levels and that all relevant information is disclosed to the client, organisation and/or customer;
- ❖ Perform and provide accurate services and work for all clients and customers;
- ❖ Fully understand the requirements of all our clients and customers;
- ❖ Ensure we meet these requirements first time, every time;
- ❖ Conform to these requirements at all times;
- ❖ Pursue best practice Quality Assurance Principles and meet all statutory requirements;
- ❖ Ensure that the concept of this policy is understood, implemented and maintained at all levels of Harbour Financial Planning activities and operations;
- ❖ Review and update this policy so that it remains relevant and complies with legislation.

Signed:

Director: Dale Kemp

Date:

11/1/20