

## Quality Policy Statement



### Company Policy

We are employment relationship advisors who provide employers with an extensive range of specialist services across the three areas of Industrial Relations, Human Resources and Organisational Development. We have a team of highly qualified and experienced consultants who provide guidance and support as well as practical solutions and interventions for any organisation where people matter.

### Our Vision

We will be the consultancy of choice for holistic and practical people solutions. We will continue to grow the business in a profitable and sustainable way consistent with our values.

### Our Mission

“Our mission is to deliver the Best Imaginable People Solutions possible to our clients, to provide fulfilling careers and personal satisfaction to our people, and to achieve financial success”.

### Our Values

People; Professionalism;  
 Partnering; Performance

### Our Brand Promise

“Action Positive”

### Brand Theme

“Performance Pilots”

### Our Company Ethics

In all our actions and our dealings with others we will: Respect the rule of law; promise only what we expect to deliver, only make commitments we intend to keep, not knowingly mislead others and not participate in or condone corrupt or unacceptable business practices; Fulfil our obligations and commitments, treat people according to merit and contribution, refrain from coercion and never deliberately do harm to anyone; Act in good faith, use company assets only for furthering company business and not seek personal gain through abuse of position in the company.

### Our Client Service Standard

To ensure our service and advice is always:

Progressive; Considered; Informed; Appropriate; Consistent; Timely; and in the best interest of our clients.

Our Quality Management System has been developed to ensure we remain at the forefront of firms in our Industry. We believe it is essential to our business operations and the encapsulation of our intellectual property will be a source of sustainable, strategic competitive advantage.

Livingstones Directors and staff are committed to the implementation and continual improvement of our Quality System that complies with AS/NZS ISO 9001:2015.

*Alex Aspromourgos*

Alex Aspromourgos  
 MANAGING DIRECTOR

