



Taxback.com and Sprintax Quality Policy

Taxback.com and Sprintax provide professional and secure global income tax return and tax refund services. Our aim is to continuously meet our customer's expectations and to progress our competitive position in the market through a commitment to continual improvement, quality and innovative solutions. We strive for excellence via our Quality Management System (QMS) and by advancing the following objectives:

- We are committed to implementing, maintaining and improving an effective QMS, helping us to achieve our organisational objectives;
- Because of our commitment to continual improvement, we encourage customer suggestions for improvement and realize them quickly;
- It is our policy to deal efficiently and effectively with all customer concerns regarding service and to resolve issues to the satisfaction of our customers and per agreed service delivery;
- We strive to effectively communicate tax related concepts in a consistent, succinct and straight forward manner;
- As part of our commitment to our customers, we strive to improve our working relationship with the Tax offices in order to achieve a clean first time service;
- We are committed to the people in our company and strive to be an employer of choice through a relationship based on development, recognition and respect;
- As our most valuable resource, we strive to harness the intellectual capital of our employees via formal feedback and idea initiatives;
- We are committed to sustaining positive, mutually beneficial relationship with our partners through understanding each other's business needs, open communication, enhanced collaboration and harnessing ideas from key partners that are then translated into product and service offerings;
- We support the implementation of independent quality monitoring as an added guarantee of quality and consistency and has adopted the Standard ISO 9001 which we use to continually improve our QMS;
- A high level of support, interaction and achievement at every point in our value chain is fundamental to achieving our goals. Quality is an integral part of everything we do. Customers expect consistent performance and timely delivery of our service. We strive never to disappoint.

We are committed to ensuring that all employees understand this policy and are dedicated to it.

Joanna Murphy
Joanna Murphy
CEO