



Quality Policy

This document outlines Swift's vision, approach and commitment to Quality and has been communicated to all Swift employees, contractors, subcontractors and appropriate external stakeholders. It shall be reviewed periodically to ensure it remains relevant, appropriate and according to current standards.

"Our Vision is to lead the vehicle repossession industry with integrity, efficiency and compassion, delivering reliable vehicle recovery solutions that protect our client's interests whilst treating all parties with respect and professionalism".

Our mission is to provide vehicle repossession services while upholding the highest standards of integrity, transparency and empathy. We strive to deliver timely and compliant solutions through our team, technology and commitment to fair treatment of all parties involved with good customer outcomes. We aim to build trust and long-term partnerships.

Our Goals

Customer Focus

Compliance and
Integrity

People First

Growth and
Market Leadership

Our Commitment

- We are committed to comply with the requirements of ISO 9001:2015 and work to continually improve the effectiveness of the Quality Management System (QMS).
- Work with 3rd parties such as our Contractors, Sub-Contractors and Suppliers who share our principles and hold them accountable for QMS performance.
- Provide a framework for delivering services reliably and professionally.
- Communicate the company's quality expectations and their role in achieving them.
- Create a safe and positive work environment for our team.
- Support the company goal of being a leader in the marketplace by demonstrating a commitment to excellence.

A handwritten signature in dark ink, appearing to read "Mick Pallant".

Mick Pallant – Managing Director