



Quality Control Commitment

Quality Assurance is essential to all of IPAC's work activities. Quality Control is not a process that can be completed at the end of a project. Quality controls must be put in place and used in developing systems to ensure our products and services are designed to exceed our client's requirements.

Quality Control systems must be developed in conjunction with all business disciplines from the planning stages to the execution process. While governmental regulations and client specifications govern many of our construction procedures, Quality Assurance can go beyond these parameters. Quality Assurance should include everything we do from project management to accounting systems, personnel placement, equipment maintenance and customer service. The list is endless.

IPAC Services is continually looking for ways to refine their Quality Control systems. Key factors in a progressive Quality Program include consistency, accurate record keeping and documentation, inspections, audits, management of change and customer feedback.

IPAC Services is committed to continual improvement by regularly monitoring our Quality Control programs for compliance with industry and regulatory requirements and standards.

IPAC's Quality Control programs, policies and procedures reflect the goals of senior management, and constitute an integral component of our commitment to Total Quality Management.

A handwritten signature in black ink, appearing to read "Ron Ward", is positioned above the typed name.

Ron Ward
President and Chief Executive Officer
July 1, 2013