

## Filiatra Cleaning Services (Aust) Pty Ltd Quality Management Systems Policy

Filiatra Cleaning Services (Aust) Pty Ltd (Filiatra) is committed to the provision of professional services/products to meet and where possible, exceed our customers' requirements and expectations, thereby assisting them to achieve their strategic objectives.

To achieve this, Filiatra will:

- Adopt the framework and requirements of the following quality management system standards to meet company, customer, legal, regulatory and community needs:
  - Quality Management Systems – AS/NZS ISO 9001:2008
  - Occupational Health and Safety Management Systems AS/NZS 4801:2001
  - Environmental Management Systems – ISO 14001:2004
- Use safe systems of work that are environmentally sustainable and supported by documented and auditable standards, procedures and records.
- Provide on-going competency-based training for our employees and management to ensure strong professional ethics and a customer focused work force
- Encourage team problem solving at all levels of the organisation to implement work practices or processes that continually improve the service level and/or our management and business systems
- Measure, monitor, review and wherever possible continually improve our management or business systems and associated key processes through the development of specific departmental and individual KPI's and other business objectives
- Provide suitably qualified resources to effectively manage, monitor, report and continually develop the Filiatra management and business systems

Filiatra's Executive Management will be responsible and accountable for ensuring this Quality Management Systems Policy is implemented and their respective teams are fully aware of these responsibilities.

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