

Quality Policy

Alliance Cleaning Pty Ltd strives to provide quality cleaning services to a standard that exceeds customer expectations. The commitment to supplying a quality service is fundamental to the company's success in the market place.

As customer service delivery is primary to business sustainability, we ensure the following activities are standard practice:

1. Work organisation and schedules are adequately resourced, planned and communicated to the client prior to contract commencement
2. Services are performed in a disciplined manner according to operational procedures that ensure quality, safety and environmental standards are achieved
3. Inspection and audit against contract specifications and workplace standards are undertaken and outcomes actioned in accordance with operating procedures

Alliance Cleaning Pty Ltd documented quality management system forms part of our overall integrated management system [IMS] and as such is in accordance with AS/ISO 9001:2015. The IMS is subject to continual improvement of systems and regulatory compliance in accordance with state and federal legislation.

Quality objectives, integrated with safety and environmental objectives and targets include, but are not limited to:

- Service quality to specification – at least equal to and striving to exceed customer's expectations
- Customer satisfaction- measured through positive customer feedback
- Compliance to AS/ISO 9001:2015 – sustainable systems within the IMS
- Contract profitability – sustainable business and opportunity for growth

All staff and service delivery subcontractors have a shared responsibility for quality standards.

Alliance Cleaning Pty Ltd commitment to quality is communicated through this policy and supporting IMS systems to staff and subcontractors at induction and is displayed in prominent positions within the organisation as is practical.

The quality policy, as part of the integrated management system is reviewed annually for continuing suitability.

Accountability for the IMS is the Managing Director and responsibilities delegated to senior management throughout the organisation as documented.

Approved By: IBRAHIM AL-SADOON **Dated:** 15th September 2020