

## **Quality Policy**

Cleancorp is a cleaning company which provide a service to customers requiring either commercial or end of lease cleaning in Australia and New Zealand. Our Head Office is based in Warriewood, on the Northern Beaches of Sydney NSW.

As part of our commitment to the quality of our service and to ensure client satisfaction, we have implemented an Integrated Management System we have achieved third party certification against the AS/NZ ISO 9001 standard.

Quality objectives have been established and are monitored through the Business Improvement Plan. This plan is continually reviewed informally and is also formally reviewed during Management Review meetings.

Cleancorp complies with all legislative and regulatory requirements and is committed to providing a high quality service to our customers. We encourage customer feedback to assist with the continuing development and refinement of our processes which we believe allows us to fulfil and if possible, exceed our customer's expectations.

The relationship between the Subcontracted Cleaners and us is a high priority as this ensures Cleancorp customers receive a high quality service. Cleancorp has a pre-engagement assessment process to ensure the Subcontractor is suitable for the work required at the standard expected. This is supplemented with regular on site monitoring of their work.

The Integrated Management System is managed at Head Office and all office staff are fully involved in its development. Senior management fully endorses this Quality Policy and the implementation of the Integrated Management System.