



Quality Policy

PURPOSE

Consolidated Property Services Australia Pty Ltd (Consolidated) maintains a consistently high quality of cleaning service, which conforms with contract, mandatory, health, safety and environmental requirements, using innovative, state-of-the-art technology. The staff of Consolidated are committed to delivering a best practice, cost effective cleaning service to all clients.

POLICY STATEMENT

The Consolidated Quality objectives will be achieved by adopting the following strategies:-

- *Maintaining Quality systems*
- *Conducting Internal audits & inspections of the Quality, Health, Safety & Environmental systems*
- *Facilitating External audits*
- *Providing ongoing communication, training and development for our staff to ensure that our company goals and quality objectives are understood, implemented and maintained in accordance with ISO 9001*
- *Monitoring customer feedback to quantify the effectiveness of the service delivery*
- *Continually monitoring and improve the management system to satisfy the customers changing requirements*
- *Ensuring that contractors meet the Consolidated "Approved Supplier" criteria*
- *Person's working under the organisation's control are aware of their contribution to the effectiveness of the Quality Management System (QMS) and the implications of not conforming with the QMS requirements.*

OBJECTIVES

- 1.1 *Allocate adequate resources and facilities to ensure quality service and compliance with agreed specifications while ensuring the comfort and safety of staff.*
- 1.2 *Meet the requirements of ISO 9001.*
- 1.3 *Provide high quality, best practice, cost effective service.*
- 1.4 *Develop long term relationships with an expanding client base.*
- 1.5 *Ensure continual improvement of the Quality System through ongoing review of the*

QSE Objectives & Targets.

Quantifiable Measurement / KPI

1. *Ensure CPS gains certification against the ISO 9001 standard each year.*
2. *100% of defined induction modules to be completed by all new starters.*
3. *Manager of the Month Award presented at the company meeting – 1 per Operational Portfolio.*
4. *Supervisor of the Month Award presented at the company meeting – 1 per Operational Portfolio.*



FEEDBACK

Consolidated employees are welcome to provide feedback about this document by emailing info@consolidated.com.au

APPROVAL AND REVIEW DETAILS

Approved by Arthur Mallios, CEO

Signature:

Policy Approver:	<i>Board of Directors</i>
Policy Manager:	<i>Chief Commercial Officer</i>
Review:	<i>This policy is to be reviewed by 1st August 2025</i>

VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Amendments
3.1	<i>Board of Directors</i>	<i>11/02/2021</i>	<i>11/02/2021</i>	<i>Format changes Feedback section added Approval and Review Details added Version History added</i>
4	<i>Board of Directors</i>	<i>17/05/2022</i>	<i>17/05/2022</i>	<i>Logo change Content Review</i>
5	<i>Board of Directors</i>	<i>21/01/2023</i>	<i>21/01/2023</i>	<i>Added Quantifiable Measurement/KPI</i>
6	<i>Board of Directors</i>	<i>1/08/2023</i>	<i>1/08/2023</i>	<i>Updated SGS logo</i>