



COMPANY POLICY OF	TEAMWORK DIRECT PTY LTD AND ALL OF ITS BUSINESS DIVISIONS KNOWN COLLECTIVELY AS ACM CLEANING GROUP.		
POLICY NUMBER	TWD240301.2.5.1	VERSION NUMBER	ONE (1)
EFFECTIVE DATE	1 MARCH 2024	SCHEDULED REVIEW DATE	12 FEBRUARY 2025

QUALITY POLICY

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ACM Cleaning Group recognise the provision of a consistently high standard of service is the keystone to our success, reputation, and the total satisfaction of our customers.

We will constantly strive:

- ✓ To set an outstanding quality of service and to set the highest possible standards within the cleaning industry.
- ✓ To identify objectives across the business aimed at continual improvement of the Quality System and enhancing customer satisfaction.
- ✓ Business objectives shall be reviewed for effectiveness and suitability against the established known expectations and where required, re-established or appropriate corrective action taken to achieve the desired results.
- ✓ To be resourceful and innovative in meeting our customer needs and expectations.
- ✓ To be open to new ideas and adaptive to change.
- ✓ Business objectives shall be communicated and understood throughout the organisation.
- ✓ To set achievable targets for our staff and sub-contractors.
- ✓ To apply consistent standards throughout.
- ✓ To provide error free projects, on time and within budget.
- ✓ The achievement of high quality and consistency calls for a systematic and disciplined approach by all employees in all activities associated with the customer's requirements according to the principles of quality assurance and in compliance with ISO9001:2015.

Above all, we will always remember our customers are the very purpose of our business and our employees and standards of work are the means to satisfy those customers.

AUTHORISATION

This policy was approved by the Chief Executive Officer on the date shown.

AUTHORISATION DATE

13 February 2024