



## Quality Policy

Zippy Cleaning & Maintenance Services Pty Ltd (Zippy) provide specialised cleaning and maintenance services to clients within various business sectors.

It is Zippy Cleaning & Maintenance Services Pty Ltd's mission to provide exceptional services to our clients driven by the integrity, teamwork and innovation of our valued and respected team.

It is the responsibility of Zippy Cleaning & Maintenance Services Pty Ltd to ensure that this policy and its related procedures are known and accepted by the personnel Zippy employs and is reviewed annually to ensure continuing suitability.

This commitment is demonstrated through:

- Maintaining quality systems which comply with Australian Standard ISO 9001
- Monitoring client satisfaction by conducting regular surveys and inspections.
- Ensuring all personnel are adequately trained and inducted
- Dedicated to satisfying all applicable requirements of the quality management system
- Continuously improve Company procedures and systems by regularly reviewing business objectives to maintain alignment with our quality management system

A handwritten signature in black ink, appearing to read "Olga Chiabrera".

19 June 2017

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Olga Chiabrera

