

Quality Policy

Zippy Cleaning & Maintenance Services Pty Ltd (Zippy) and Zippy Corporate Pty Ltd (Zippy) provide specialized 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. Zippy documented Quality system forms part of our overall integrated management system [IMS] and as such is in accordance with ISO 9001:2015. The IMS is subject to continual improvement of systems and regulatory compliance in accordance with state and federal legislation.

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

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

Zippy's workplace quality policy is communicated to all employees and contractors at induction and is available to the public on request and is reviewed annually to ensure continuing suitability.



Olga Chiabrera

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