

Quality Policy

FANTASTICSERVICES

Fantastic Services is committed to meeting the needs and expectations of our clients by the consistent implementation of our Integrated Management System and has set in place the objective of providing quality cleaning services to all its customers. We recognise that both customer relations and customer satisfaction are critical to us achieving this outcome. As a service provider in the cleaning industry, quality is part of our foundation that promotes best practice, efficiency and effectiveness.

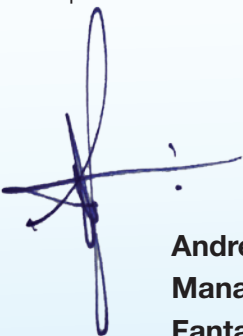
As part of our commitment to quality, **Fantastic Services** has established and documented an Integrated Management System to meet the updated requirements of ISO 9001:2015, ISO 14001:2015 and AS/NZS 4801:2001.

Quality will be achieved across our services by:

- Ensuring our clients' needs are understood and that we work closely with them to achieve the desired outcomes
- Providing the necessary resources including suitably qualified, skilled and experienced people to implement and maintain the Integrated Business Management System
- Training and equipping our staff with the skills needed to deliver high standards of service
- Implementing Work Health & Safety systems to AS/NZ 4801 standards so that all aspects of work are carried out safely with minimal or nil harm or injury to people
- Implementing Environmental systems to ISO14001 standards, while supporting and enhancing sustainability programs of our clients
- Identifying, reporting, investigating and resolving all non-conformances and taking action to correct and prevent recurrence
- Establishing, reviewing and communicating quality performance measures and taking action to continually improve outcomes
- Conducting business in a manner that is both socially responsible and is seen to be 'fair' for employees and their families
- Utilising new technology to measure and maintain consistent and reliable outcomes for our clients
- Setting and reviewing objectives & targets

Fantastic Services expects all managers, employees and sub-contractors to actively and willingly support our quest for quality. Through the cooperation and input from all personnel, **Fantastic Services** will utilise their co-operation, knowledge and skills to achieve quality outcomes.

Fantastic Services is committed throughout its operations to the implementation of continuous improvement in all aspects of the business. We will continue to commit resources in order to review and improve our processes.



Andrew Botros
Managing Director
Fantastic Services Pty Ltd