QUALITY POLICY

Glad Group is an Australian owned and operated industry leader providing integrated property service nationally to the commercial, retail, educational, government and transport infrastructure sectors. Our core services of Cleaning, Security, Maintenance and Environmental solutions together with our range of additional services provide end to end solutions for our clients with all services supported by our 24/7 National Communications Centre (NCC) and help desk facility

Our integrated property services are achieved through a 'One Team' approach, taking ownership, and providing end to end solutions based on our customer's requirements. Integration is all about managing risk; operational, financial, presentation and customer experience.

Our people are the best in our industry; highly trained, committed, enthusiastic and above all honest. We applaud good staff through regular staff recognition certificates and commend those who demonstrate their commitment and engagement within the system by publishing their story on our website and company newsletter.

Our company motto: 'commitment to excellence' means we are committed to delivering quality service while maintaining the commitment to satisfy client contractual requirements. Accordingly, the objectives of our Quality policy are to:

- Engage and empowering our people at all levels of the organisation to deliver a service that will exceed all our stakeholders' expectations with the aim of retaining contracts.
- Implement excellence in customer service to our clients by implementing best practice cleaning, security, and maintenance services with the aim of enhancing customer satisfaction.
- Continuously maintain and improve our systems and practices to ensure our clients can enjoy effective and efficient services.
- Ensure we use products that meet or exceed their expectations, in compliance with the requirements of the ISO 9001 Quality Management Systems Standard

To meet these objectives Glad Group also commits to strive to deliver quality services and products that meet or exceed our clients' requirements and expectations, in compliance and conformance to contractual obligations.

Customer satisfaction is our primary aim and feedback is continuously measured and monitored via repeat business, direct contact with the client, and monitored during our regular management reviews. Improvements are identified, assigned, implemented, and communicated internally and externally.

The key to our success is our focus on enablers such as leadership, communications, resources, organisational structure, people, and processes. Our continual improvement projects and measures lead to better results because we have a documented, strategic process, which incorporates improving relationships with our clients, employees, and suppliers. The key to our successful continual improvement process is effective, open communication channels that encourage feedback, recommendation, suggestions, and innovations to flow freely between all levels of staff.

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)

Site Contract Management Plans, site KPI inspections, system and site audits are planned, established, and reported to manage, monitor and measure our performance in compliance with our defined and established systems and client specifications and expectations. Our policies are reviewed on a regular basis through consultation with all our stakeholders and workers and cannot succeed without the active participation of all personnel in the continual improvement process. It is incumbent on all personnel to support this policy and to be pro-active in the implementation and on-going improvement of the Glad Integrated Business Management System.

Authorised by:



Steven Iloski

Chief Executive Director

Glad Group, comprising of:

- **Glad Group Pty Ltd** | ABN 62 092 928 115
- **Glad Cleaning Service Pty Ltd** | ABN 43 054 617 891
- Glad Security Pty Ltd trading as **Glad Group Services** | ABN 99 122 097 590
- **Glad Maintenance Pty Ltd** | ABN 85 127 522 481
- **Auxus Pty Ltd** | 12 655 147 292
- Stratium Global Pty Ltd trading as **Unifyd Technology** | ABN 55 627 094 366

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)