



### 1.0 Purpose.

The purpose of this policy is to outline the commitment of BIC Consolidated (The 'Company') to provide quality property services throughout Australia, as detailed within the BIC Consolidated, Integrated Management System (IMS).

The Company is committed to creating and maintaining a culture of ethical behaviour in which employees take ownership and responsibility for their decisions, behave with honesty and integrity and can achieve organisational objectives through the efficient allocation and use of organisational resources.

This policy provides the framework to guide decision making in relation to providing quality services by the Company.

### 2.0 Scope

This policy applies to all employees of the Company. This policy informs the practices and activities of all BIC Consolidated employees and suppliers. It encompasses our full range of service solutions, including cleaning, maintenance, hygiene and waste management services for commercial, retail, industrial, education, aged-care, health and public places across Australia.

We also expect our business partners and suppliers to support our commitments outlined in this policy.

### 3.0 Our Commitment

Our commitment is to provide the industry's most efficient, consistent, reliable, cost effective, quality service that exceeds our customers requirements and expectations, and that is firmly founded on meeting the principles of Corporate Social Responsibility.

Our reputation for quality service is maintained through the hands-on involvement of all our employees, from our on-site teams to senior management. Accordingly, all BIC Consolidated employees will be actively involved in the development and implementation of our quality practices.

BIC Consolidated management is committed to the maintenance and continual improvement of its Quality Management System in accordance with the requirements of the Standard ISO 9001, and any applicable legal and contractual requirements.

The BIC Consolidated Quality objectives will be achieved by adopting the following strategies: -

- Maintaining Quality systems
- Conducting Internal audits & inspections of the Quality, Health, Safety & Environmental systems
- Facilitating External audits
- Providing ongoing communication, training and development for our employees to ensure that our company goals and quality objectives are understood, implemented and maintained in accordance with ISO 9001
- Monitoring customer feedback to quantify the effectiveness of the service delivery
- Continually monitoring and improve the management system to satisfy the customers changing requirements
- Ensuring that suppliers meet the BIC Consolidated "Approved Supplier" criteria
- Person's working under the organisation's control are aware of their contribution to the effectiveness of the Quality Management System which is part of the BIC Consolidated Integrated Management System (IMS) and the implications of not conforming with the IMS requirements.

### 4.0 Objectives



Quality objectives are set and monitored at regular BIC Consolidated management reviews and forums. BIC Consolidated has established the following Quality objectives:

- Consistently maintain high quality, best practice and cost-effective service standards.
- Allocate adequate resources and facilities to ensure quality service and compliance with agreed specifications whilst ensuring quality, health and safety best practice for our employees, suppliers, customers & visitors to our sites.
- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Meet the requirements of ISO 9001
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys and audits.
- Develop employee competencies and accountability through appropriate training programs and show strong management involvement and commitment.

### 5.0 Responsibilities

BIC Consolidated's organisational structure shows the Company's functional relationships and areas of authority. Key responsibilities and authorities of employees in relation to the IMS are outlined in the Integrated Management System Manual, Procedures and associated documentation.

#### **Quantifiable Measurement / Key Performance Indicators**

1. Ensure BIC Consolidated gains certification against the ISO 9001 standard each year.
2. 100% of defined induction modules to be completed by all new starters.
3. Adhere to outlined Daily Defects Procedure

### 6.0 Related Policies, Procedures and Guidelines

- Code of Conduct
- Work, Health & Safety Policy
- Environment & Sustainability Policy
- Delegation of Authority
- Risk Framework
- Complaints Management Policy
- Daily Defects Procedure
- Integrated Management System Manual
- Integrated Management System Procedures



### 7.0 Ownership and Version Control

<b>Policy Owner</b>	Head of Risk
<b>Version</b>	1.2
<b>Date</b>	July 2024
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<b>Author</b>	Clea Vazquez
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<b>Revision</b>	<b>Description</b>	<b>Author</b>
1.0	BIC & CPS documents + Initial Draft	LD, CV
1.1	Executive Management Team Review	EMT
1.2	Operations Support – approval authority	AZ, LD, EMT
1.5	Format and Re-branding amendment	LD