

	QUALITY POLICY	Version: 2.0
	Quality Procedures	01.06.2010

Gen 2 Pty Ltd was established in 2004 and has been built with the vision to deliver the next generation of commercial cleaning services. ***The company is committed to delivering a quality service, providing a safe working environment for all associates and providing a greener, cleaner commercial cleaning service by creatively minimising the environmental effects of our company's services.*** The company is dedicated to clearly understanding and proactively exceeding our customer's needs and setting industry standards.

Company Objective

To become the leading commercial cleaning service provider in Australia and New Zealand

Gen 2 will achieve this by:

- ✓ Developing and maintaining communication of the Integrated Management System objectives with all customers, suppliers and employees
- ✓ Identifying the changing needs and expectations of our customers
- ✓ Maintaining processes and procedures which ensure that these changes are accommodated.
- ✓ Understanding that continual improvement of the Integrated Management System and quality policy is part of our ongoing improvement process and policy objectives.
- ✓ Developing processes and procedures to meet the future requirements of our customers and staff.
- ✓ Providing the essential equipment and material to deliver a quality services and safe healthy working environment for our clients and employees.
- ✓ Developing relationships with suppliers that are able to provide quality materials and services that are also environmentally friendly and ergonomic.
- ✓ Providing a working environment where continuous improvement is encouraged
- ✓ Training and developing all staff to ensure the involvement and commitment to the policy
- ✓ Regular review of the quality policy and integrated management system to ensure the company system's are effective, relevant and up to date.
- ✓ Managing the business in a professional manner at all times with a commitment to our clients and company objectives.
- ✓ Regular interaction, consultation and evaluation of employees.
- ✓ Strategic planning and development for improved business performance with staff, clients and associations.

The company supports the adoption of appropriate quality systems and has been built in accordance with ***AS/NS ISO 9001:2008 Quality Management System***. This Policy will be clearly displayed at each cleaning site and head office. The Managing Director will sign each copy to confirm commitment.

Approved by

Name: Danny Fildissis
 Title: Manager Director
 Date: 01.06.2010

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