

POL-001  
(Revision 09/07/08)



## Quality Policy

### Introduction

The Cleanevent Group provides cleaning and waste management services throughout the world.

### Our Mission

“Every day, we deliver the world’s highest quality service with pride, passion and professionalism.”

### Our Quality Approach

Our approach is to ensure that the cleaning and waste services we provide meet or exceed our clients’ expectations, effectively taking cleaning off their agenda. Our focus is to be "The Best".

This is achieved by the use of practices, materials and products that are supplemented by a commitment from all staff to continuously improve our services.

These practices are documented in the organisation’s Quality Management System (based on ISO9001:2000), known as the Cleanevent Group Quality Assurance System and are communicated to all employees at induction sessions and at subsequent training sessions.

The latest version of our Policy Statements (Policies) and Work Procedures (Procedures) are posted on the company intranet. It is the responsibility of every employee to familiarise themselves with and adhere to the latest version of the organisation’s Policies and Procedure.

Ownership, responsibility and accountability for quality rest with all areas and employees of the organisation. Quality and customer satisfaction can only be achieved with the total involvement, commitment of all employees. Our aim is to comply with all relevant legislation.

### Continuous Improvement

Employees are encouraged to become involved in continuously improving our operational efficiencies, cost effectiveness and the services we supply. The work procedures outlined in WP-CLE-001 Document Control must be followed to effect continuous improvements.

### Related Policies and Procedures

All the organisation’s other Policies and Procedures.

**Nicko Mavro**  
Group Chief Executive Officer

Date	REVISION DESCRIPTION
09/07/08	Revised