

QUALITY POLICY

BIC Corporate Policy 001 - Issue Date: 16.10.2023

Purpose

The purpose of this policy is to outline the commitment of B.I.C. Services Pty. Limited (BIC) to provide quality cleaning and maintenance services throughout Australia, as detailed within the BIC's Integrated Management System (IMS).

Scope

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

Our Commitment

Our commitment is to provide the industry's most efficient, consistent, reliable, cost effective, quality cleaning service that exceeds our clients' 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 staff, from our on-site cleaners to senior management. Accordingly, all BIC staff will be actively involved in the development and implementation of our quality practices.

BIC management is committed to the maintenance and continual improvement of its Quality Management System in accordance with the requirements of the Standard ISO 9001: 2015, and any applicable legal and contractual requirements.

Objectives

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

- Consistently maintain the cleaning service to a high standard.
- 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.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys and audits.
- Develop staff competencies and accountability through appropriate training programs and show strong management involvement and commitment.



Tony Gorgovski
Chief Executive Officer