

QUALITY POLICY



Jani-King (Australia) Pty Ltd and its Master Franchisees aim to be the Australian leader in the provision of commercial cleaning, known for our professionalism, high standard of ethics and quality of training.

Our commitment to Quality Management through the use of our AS/NZS ISO 9001:2015 system for Quality Assurance is integral to the continuing success of our business.

Jani-King is committed to the quality principle 'Customer Satisfaction'. Through our quality management system, we endeavour to ensure we meet all the needs of our Franchisees and Cleaning Customers.

Through extensive training, ongoing support, regular inspections, business reviews and continually providing opportunities for business growth, we care for our Franchisees and support them to build their business into the size and structure they are aiming for. Through training in our well established systems and procedures, Franchisees can benefit from our decades of experience in the commercial cleaning industry.

We take the delivery of cleaning services to our clients personally. We ensure that each client is assigned a Franchisee, or suitably qualified contractor, fit for their purpose. Through our customer evaluations, and our own regular inspections at each of our client's sites, the service we provide is monitored ensuring that all customer expectations are met and provided in a consistent manner.

It is our commitment to strive for continued improvement in all aspects of our business at every opportunity, at all times ensuring adherence to the applicable regulations codes and statutes relevant to the franchise and cleaning industries.

We take a fact based decision making approach to setting goals and KPI'S to measure our performance as a group and to ensure that we meet the objectives of this Quality Policy. Our goals and KPI's are reviewed regularly by top management confirming a culture of continual improvement within all levels of the business.

Our commitment to continual improvement is evident through the procedures and arrangements established under Jani-King's integrated business management system, which further provide the framework for measuring and improving our performance and the effectiveness of our quality management program.

Signed:

A handwritten signature in black ink, appearing to read 'Ben Stoltz', is written over a faint, light-colored signature line.

Date: 10th December 2020
Ben Stoltz, CEO