

QUALITY POLICY



State Health Services Pty Ltd is dedicated to delivering a comprehensive range of facility services across Australia (with a focus on Sydney and Melbourne), including contract cleaning, general building maintenance, and other essential building services. Our primary objective is to consistently provide the highest quality and reliability of service at a cost-effective price, ensuring that we meet and exceed the requirements and expectations of our customers. Simultaneously, we remain fully compliant with all relevant Quality, Safety, and Environmental Standards.

To uphold our reputation for quality, State Health Services Pty Ltd is committed to maintaining a standard that meets all specifications, standards, and contractual obligations. We actively encourage employee involvement in the development and implementation of quality practices, recognising that their participation is crucial to our success.

Our commitment extends to the continual improvement of the effectiveness of our Quality Management System. This dedication provides a framework for establishing and reviewing quality objectives, ensuring that we consistently enhance our services and operational practices. Communication with our customers is regarded as critical to the effectiveness of our quality system, and we strive to maintain open and transparent channels to foster strong relationships and address their needs promptly and effectively.

All levels of management, supervision, and personnel within our company are fully committed to this Quality Policy. To further our

QUALITY POLICY



commitment to quality, State Health Services Pty Ltd targets several Key Performance Indicators (KPIs):

1. **Alignment and Certification:** We aim to align with and achieve certification in ISO 14001, ISO 45001, and ISO 9001 standards.
2. **Annual Review:** We conduct an annual review of the policy objectives and system elements, striving for a success rate of at least 95%.
3. **Management Representation:** The Managing Director serves as the management representative responsible for establishing and maintaining processes that ensure customer requirements are met and advising management on system performance.
4. **Client Satisfaction:** We target that 85% of our clients rate our cleaning, environmental practices, and safety as good or better than average.
5. **Customer Service Rating:** We aim for 90% of our clients to rate our customer service as good or better than average.
6. **Client Recommendations:** We strive for 90% of our clients to recommend State Health Services Pty Ltd for cleaning services.

State Health Services Pty Ltd is unwavering in its commitment to quality, continually striving to enhance our services, meet our clients' needs, and maintain our esteemed reputation. Through rigorous adherence to quality standards and proactive engagement with our clients and employees, we ensure the ongoing success and improvement of our operations.