

QUALITY STATEMENT



POLICY

Sebastian Property Services is a sophisticated, state-of-the-art cleaning and facilities management organisation working to the highest quality standard. Its mission is for all staff to work as a team to provide our customers with the best and safest possible service that we can provide.

Sebastian's commitment:

- Senior management to lead and involve employees in establishing a quality culture;
- Lead in innovation of our products and services to market;
- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Maintaining, monitoring, reviewing, auditing and continually improving the applicable business Quality Management Systems consistent with AS/NZS ISO 9001:2015.
- Provide sufficient resources to implement and maintain the business Quality Management Systems.
- Educate and train our people in order to continually improve their knowledge of quality practices to meet our internal and external business requirements.
- Communicating and educating our stakeholders including subcontractors and suppliers to ensure they understand and meet our quality standards and minimise our business risks exposure, whilst creating value for our Customers.

As relevant to our operations and services, we will:

- Maintain a Quality Management System as per AS\NZS ISO 9001:2015;
- Ensure the products and services provided meet the applicable laws, regulations and standards;
- Maintain a learning culture ensuring development of employees as relevant to their roles;
- Establish measurable objectives and targets to positively influence continual improvement;
- Monitor and measure product and process performance and use data analysis to support decision making;
- Review and report defects and non conformances and follow-up for corrective action;
- Regularly review the effectiveness of the Management System and Customer Feedback for opportunities for improvement;
- Communicate and consult employees and others concerned (e.g. community, customers and suppliers) on this policy.

Management will regularly review the business processes and performance, and identify and implement required corrective and preventive action, within an overall philosophy of continual improvement. The company has committed to continual improvement of the quality management system.

Matt Marsh



Managing Director

Date: 06/06/2021