



Quality Policy

Keen Cleaning is an Australian family-owned business. Our company provides full range of cleaning services to commercial, industrial, government, and hospitality related industries throughout Australia. We are committed to comply with safety and quality requirements, with fair engagement for all our staff while maintaining compliance with ISO 9001:2015 (Quality Management Systems), ISO 45001:2018 (Occupational Health and Safety Management Systems) and ISO 22000:2018 (Food Safety Management Systems) standard. We are also committed to protecting the environment, preventing pollution, complying with applicable environmental obligations, using resources efficiently, and continually improving our environmental performance in line with ISO 14001:2015 Environmental Management Systems

We are committed to achieving these by:

- Consistently meeting and exceeding clients' expectations, requirements, and standards through continuous improvement processes in line with the ISO 9001:2015 quality management system and ISO 22000: 2018 food safety management systems.
- Comply with regulatory requirements applicable to the cleaning industry in Australia, including work health and safety (WHS) regulations and environmental standards, underpinned by our compliance with ISO 45001:2018. This includes maintaining awareness of relevant environmental requirements and supporting responsible environmental practices across our operations.
- Ensuring leadership commitment to the quality system, with leadership regularly reviewing the effectiveness of the ISO 9001 and ISO 22000:2018 systems and aligning business objectives with strategic goals. Fostering a culture where staff are actively engaged and take ownership of the quality system, promoting accountability and responsibility as part of our commitment to ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards. Assess our level of compliance and competency. to align with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards, ensuring that all staff are adequately trained and competent in their roles. We will promote environmental awareness among employees through training and communication, ensuring staff understand their responsibilities in protecting the environment and preventing pollution.

This will be achieved by:

- Implementing and continuously improving our certified quality management system in line with the requirements of ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards. We will integrate environmental considerations into our management processes to support continual improvement and sustainable business practices.
- Strict compliance with legislative and relevant industry requirements, including Australian Work Health and Safety (WHS) regulations in accordance with ISO 45001:2018. It includes ensuring all safety measures and risk assessments are in place and regularly reviewed.

- Effectively communication of company's commitments to quality system through comprehensive training and development programs for all staff members, ensuring they understand their roles in achieving quality and safety objectives in line with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018.
- Conducting regular internal audits and management reviews to ensure compliance with quality management to ensure our objectives and commitments are achieved, we will drive continuous improvement by assessing our processes and implementing corrective actions where necessary, with a focus on preventing incidents and improving safety performance as part of our ISO 45001:2018 commitment. We will continually assess our compliance with relevant standards in accordance with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018. We will also review our environmental performance as part of our continual improvement approach and identify opportunities to improve resource efficiency and reduce environmental impacts.

The entire team at Keen Cleaning share the responsibility for maintaining and improving the quality management system, fostering a culture of safety, quality, and responsibility across the company in alignment with ISO9001:2015, ISO 45001:2018 and ISO22000:2018. All team members are encouraged to support our environmental commitments and contribute to maintaining responsible environmental practices.