



QUALITY POLICY

EMG Facility Services Pty Ltd (EMGFS) trading as Queensland Facility Services, J & C Cleaning Service's & My Pathway Facility Services quality management system includes the development and delivery of facility management, cleaning and security services to government, industrial, retail and commercial sectors.

EMGFS is committed to the aim of exceeding customer expectations in terms of response, operational capability and cost effectiveness at all times. The company is committed to improving its processes in all facets of its business.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

The company also acknowledges its responsibility to abide by statutory requirements for health, safety and the environment in all its operations. At the same time, it is fundamental to the company's long-term prosperity that it realises an adequate financial return on shareholders' investments and acts as a responsible corporate citizen.

To assist in achieving these objectives outlined in the statement above, EMGFS is implementing quality management systems throughout the organisation.

The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001:2015. These objectives will address the risks and opportunities within the Organisation as determined by Senior Management.

The company quality system ensures that customer and relevant regulatory requirements will be consistently met. ISO 9001:2015 provides the structure of the quality system and allows integration of both Work Health and Safety and Environmental management systems. The system incorporates safety and training programs to enhance worker skills and assist in the selection of the optimum equipment, materials and methods for customers' particular applications.

Achieving and maintaining certification of the quality management system in accordance with the standard is to be the aim of all operating centres within the company.

To this end, all workers are invited to cooperate in the preparation of suitable documentation and the review of operating methods.

EMGFS management is pursuing the implementation of this Quality Policy and believes that through Quality Assurance the company will be able to raise the level of service to its customers and maintain its competitive edge.

A handwritten signature in black ink, appearing to read 'Paul Synnott', is written over a light blue horizontal line.

Paul Synnott
Chief Executive Officer

17 December 2018

Review Date: December 2019