

Purpose

The purpose of this policy is to outline Menzies objective to deliver the highest quality services to our valued customers and achieve best performance standards across all areas of our operations, in line with our strategic direction to grow our business and become the leading organisation for cleaning and other related facility services across all industry types.

Responsibility

Quality is a fundamental responsibility of all employees within the organisation, including contractors and representatives acting on behalf of the Company.

Overview

We view quality management as essential to the long-term success of our competitive position, reputation, client and employee satisfaction.

To achieve our policy objective, we have implemented a Management System throughout the Company's operations that complies with the requirements of ISO 9001.

The primary goals of our Quality Management System are to:

- **Provide** a quality service that continually results in client satisfaction
- **Recognise** our obligations and needs of our clients, employees, stakeholders and interested parties
- **Identify** opportunities to continually improve the Management System – what we do and how we do it
- **Detect** and prevent any possible non-conformance through continual self-assessment, effective internal and external communication and review of our management system.
- **Enjoy** the benefits that achieving all of the above will bring

Employees are encouraged to share this commitment to achieving the satisfaction of maintaining our Management System, thus ensuring our clients continually receive a high standard quality service.

Related Policies and Procedures

- MMS-PRO-004 Client Satisfaction Procedure
- MMS-PRO-026 Objectives & Targets Procedure
- MMS-PRO-037 Risk Management Procedure
- MMS-PRO-008 Corrective Action Procedure
- Code of Conduct Policy
- Managing Unsatisfactory Workplace Performance Policy

Authorised by:



Andrew Bond
CHIEF EXECUTIVE OFFICER

Translation can be arranged through your Branch Office for staff with this need.

- **Spanish Translation:** Por intermedio de la Oficina Regional se puede organizar traducción el personal que la necesite.
- **French Translation:** traduction peuvent être organisés par le Bureau régional pour le personnel avec ce besoin
- **Italian Translation:** Una traduzione potrà essere eseguita attraverso l'ufficio regionale per il personale che dovesse averne bisogno.
- **Serbian Translation:** Превод се може организовати преко Регионалне канцеларије за особље коме је потребно.
- **Croatian Translation:** Prijevod se može organizirati preko Regionalnog ureda za osoblje kome treba.

- **Greek Translation:** Μετάφραση μπορεί να κανονισθεί μέσω του Περιφερειακού Γραφείου για προσωπικό που έχει αυτή την ανάγκη.
- **Macedonian Translation:** Превод на текстови може да се организира преку Регионалната канцеларија за персоналот кој има таква потреба.
- **Russian Translation:** Перевод может быть организовано через региональное отделение для сотрудников с этим необходимо
- **Finnish Translation:** käännös voidaan järjestää aluetoimiston henkilöstön tämän tarpeen
- **Thai Translation:** บริการแปลภาษา Regional Office บริการแปลภาษา
- **Arabic Translation:** عم هذه الحاجة كميون ترجمة متو بييترتا من لاخل تكلماب بلقلامي للموظفين
- **Persian Translation:** میظنته اب دیشاب ز این دنیا ن اننمر اک ی ار بر ای اعظنه ترنقد ویرط زا دناوت می مسجرت
- **Turkish Translation:** Çeviri Bölge Müdürlüğü personeli için aracılığıyla bu ihtiyacı ile ayarlanabilir
- **Filipino Translation:** pagsasalin Maaari Maging hagdan pamamagitan ng Regional Office para sa mga tauhan na ito kailangan
- **Indonesian Translation:** terjemahan Bisa Diatur Melalui Kantor Wilayah untuk staf dengan kebutuhan ini
- **Malay Translation:** penterjemahan Bisa Dikawal Melalui Pejabat Wilayah untuk kakitangan dengan keperluan ini
- **Swahili Translation:** Tafsiri unaweza ukapangwa kupitia Ofisi ya Mkoa kwa ajili ya wafanyakazi na hitaji hili
- **Afrikaans Translation:** Hÿ bÿ trÿ cÿ thÿ djch qua Vÿn phÿng Khu vÿrc nhÿn viÿn cÿ nhu cÿu nÿy
- **Vietnamese Translation:** Hÿ bÿ trÿ cÿ thÿ djch qua Vÿn phÿng Khu vÿrc nhÿn viÿn cÿ nhu cÿu nÿy
- **Japanese Translation:** hon'yaku wa , chiiki jimusho no sutaffu wotsujite, kono hitsuyō sei ni haichi suru koto ga deki masu
- **Chinese Translation (Traditional):** fān yì kě yì ān pái tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán, zhè fāng miàn de xū yào
- **Chinese Translation (Simplified):** kě yì ān pái fān yì tōng guò qū yù bàn shì chǔ de gōng zuò rén yuán yǔ c