



## Quality Policy

ISS is committed to leadership in the provision of 'end to end' facility service solutions including cleaning, open spaces services, aviation and maritime security, and facility management services.

Integrated facility management services consists of the provision of multiple services, contract and project management, non-clinical health support services, data centre management, engineering services, procurement and call centre operational support.

Quality is a key business objective and integral to our Company's success and vision of being the world's greatest service organisation. This is underpinned by anticipating and satisfying our internal and external customers' needs and expectations and delivering service performance which facilitates our customer's purpose through empowerment of our people.

We will achieve this through the following objectives:

1. Complying with all applicable legislation and other requirements such as relevant industry standards, codes of practice, ISS Global policies and standards and any customer requirements.
2. Identifying and evaluating continuous improvement opportunities for the products and services we provide.
3. Maintaining a documented Business Management System which meets the requirements of ISO 9001.
4. Setting annual measurable objectives and targets for continuous improvement, including the effectiveness of the Business Management System, reporting and reviewing performance, and providing sufficient resources to address implementation needs.
5. Ensuring the Quality Policy is effectively, communicated, implemented and maintained.

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