Quality Policy (POL-006)

Purpose

The purpose of this Quality Policy is to outline PetraClean's commitment to consistently delivering reliable, high-quality cleaning services that meet or exceed customer expectations while complying with all legal, safety, environmental and contractual requirements. This policy defines the principles that guide our Quality Management System (QMS) and ensures a consistent, accountable approach across all sites.

Policy Statement

PetraClean is committed to implementing and maintaining a structured Quality Management System that supports safe, consistent and high-standard service delivery. Our QMS is not a software program but a combination of documented processes, procedures, training, communication systems and continuous improvement activities that ensure our services are delivered reliably and professionally.

PetraClean commits to:

- Providing high-quality cleaning services through trained, competent and supported staff.
  Ensuring consistency by following documented Safe Work Procedures, scopes of work, checklists and site-specific requirements.
- Using clear communication, incident reporting, and customer engagement processes to maintain transparency and service responsiveness.
- Conducting regular inspections, quality checks and follow-up actions to monitor performance and address issues proactively.
- Supporting continuous improvement through staff training, feedback, reviews, corrective actions and system updates.
- Ensuring all services are delivered in compliance with legal obligations, industry standards, customer contracts and our internal policies.
- Maintaining accurate documentation to support reliability, traceability and accountability across all operations.

Quality Management System Components

PetraClean's Quality Management System includes:

- Documented cleaning procedures and Safe Work Procedures (SWPs).
- Site instructions, scopes of work and task-specific requirements.
- Staff training, induction, competency validation and ongoing support.
- Regular site audits, inspections and quality-monitoring programs.
- Systems for incident reporting, corrective actions and continuous improvement.
- Customer communication and feedback processes.
- Risk management and safety integration within all service delivery.
- Documented policies, procedures and operational instructions.

These elements work together to ensure consistent, safe, and high-quality service across all PetraClean sites.

Responsibilities

Directors & Managers

- Provide leadership, resources and systems to support high-quality service delivery.
- Ensure the QMS is implemented, maintained and continuously improved.

Supervisors

- Monitor service quality onsite, support staff, and engage directly with customers.
- Ensure staff follow procedures and that issues are escalated promptly.

Workers & Contractors

- Follow documented procedures, safety requirements and site instructions.
  Report hazards, issues or feedback to ensure quality and safety are maintained.
  Deliver services to the standards required under PetraClean's QMS.

Review

This policy will be reviewed annually and updated as required to ensure it remains relevant, effective and aligned with PetraClean's operations, customer needs and industry expectations.

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