

The objective of STATEWIDE QUALITY SERVICES is to provide its customers with quality services. In line with STATEWIDE's goal, we recognise both customer relations and customer satisfaction as being critical to this outcome. As a service provider in the cleaning and security industries, quality is our method of working that promotes best practice, efficiency and effectiveness.

As part of our commitment, STATEWIDE has established and documented a Quality Management System to comply with ISO 9001/2008, and we seek to have this recognized by 2011.

To achieve 'quality' across all our services STATEWIDE will:

- Ensure our clients' needs are understood and that we work closely with them to achieve the desired outcomes
- Train and equip our staff with the skills needed to deliver high standards of service
- Implement an OHS system to OHSAS 18001 standards so that all aspects of work are carried out safely
- Implement an Environmental system to ISO14001 standards, while supporting and enhancing similar programs of our clients
- Conduct business in a manner that is both socially responsible and is seen to be 'fair' for employees and their families
- Utilise new technology to measure and maintain consistent and reliable outcomes for our clients

STATEWIDE expects that all managers, frontline staff, employees and sub-contractors actively and willingly support our quest for quality. Through the cooperation and input from all personnel, STATEWIDE will utilise this knowledge and these skills to achieve quality outcomes.

STATEWIDE QUALITY SERVICES is committed throughout its operations to the provision of continuous improvement in all aspects of the business. We will continue our ongoing program of reviewing and improving our processes

15 October 2010

Elias Shamoon
Managing Director
STATEWIDE QUALITY SERVICES PTY LTD



STATEWIDE QUALITY SERVICES

Small enough to care. Large enough to deliver.