

## Quality Policy Statement

### ⌘ Commitment to Quality and Continual Improvement

Amalgamated Pest Control Pty Ltd is committed to continually improving service delivery that satisfies the needs of our clients, our workforce and the environment. This is accomplished by its commitment to comply with, and continually improve our quality management system. Amalgamated Pest Control Pty Ltd demonstrates its commitment through the development, implementation and communication of our Mission Statement and the Amalgamated Operating System (AOS).

### ⌘ Amalgamated Operating System (AOS)

In order to achieve our Mission Statement, Amalgamated Pest Control has developed a management system that has been certified by SAI-Global to **ISO9001**, the Amalgamated Operating System (AOS). It is a totally integrated management system that addresses Quality management, Occupational Health and Safety and Environmental Management and is applicable to all personnel within the organisation.

Amalgamated Pest Control encourages and supports the philosophy of continual improvement for the entire Group. It is the premise of this approach that all jobs, work processes and systems are capable of continual improvement, whether in large or small steps.

To qualify as an improvement, any change to a work process or procedure must lead to gains in, but not limited to, efficiency, cost effectiveness, safety and environmental protection. These gains can be realised by reducing the amount of time and effort taken to perform a particular task, raising the level of client satisfaction or improving the safety and environmental impact of our processes.

The major focus of continual improvement is to improve quality of service delivered to all clients. This does not mean perfection of some unattainable goal, but it means conformance with the expected standard where this standard is based on client expectations and requirements.

### ⌘ Pivotal Concepts

Pivotal concepts for the successful implementation of continual improvement include:

- A focus on preventative actions rather than correction.
- Use of risk-based thinking to guide the business planning process.
- Use of the process approach when developing, implementing or improving AOS
- Identification of the need for improvement through feedback and internal auditing processes.
- Understanding of variation and inconsistency through investigation.
- The identification and elimination of waste.
- Recognition of the importance of small step, incremental improvements.
- The positive involvement of all staff at all levels within the business.
- Encouraging the empowerment of staff and employee participation.
- Recognising the importance of measurement.

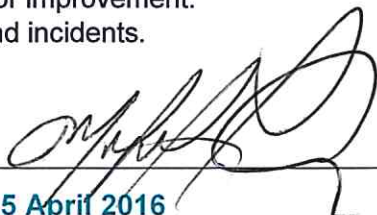
### ⌘ Key Processes

Amalgamated Pest Control Pty Ltd strives to meet its goal of continual improvement through:

- Internal and external auditing.
- Consultation with key stakeholders.
- Open and accountable management practices.
- Encouraging feedback and suggestions for improvement.
- Reporting and investigation of hazards and incidents.
- Management reviews of the system.

Policy Authorised by:

Date: 5 April 2016



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