

Quality Statement

CLS Management is committed to customer satisfaction through the effective application of a quality management system (based on ISO 9001:2016). This includes processes for the improvement of our system and the assurance of conformity to customer and applicable statutory and regulatory requirements, the efficient use of all company resources, better communications and encouraging pride in our business.

Quality objectives shall be continually monitored and reviewed as necessary while our quality policy statement shall be reviewed every twelve (12) months.

CLS has guidelines for all employees regarding its Quality Management System. CLS recognises that quality is the responsibility of everybody in the organisation and on that basis a Quality System Manual is provided as a working document that is made available to all interested parties. This manual addresses the key elements as set out in AS/NZS 4146:2000 Laundry Practice and ISO 9001:2016, ISO 9000:2015.

Scope

The following guidelines are to be adhered to by all Managers, Supervisors, Contractors, Suppliers and Employees. The Quality Manual documents standard procedures and work instructions, the control of these documented procedures as well as the detection and correction of non-conformances.

CLS aims to provide its customers with the highest standard of service when it comes to the rental, laundering, delivery and collection of textiles. A wide variety of products and quality is available to fully meet the individual needs of every CLS customer.

The below services are made available to our customers:

- Textile rental for Hospitality, Aged Care, Health Care and other industrial applications
- Laundering Customer Owned Goods ("COG")
- Dedicated logistics to deliver and collect textiles as required.

Objectives

CLS strives to meet the following objectives in regards to Quality or "Customer Satisfaction". Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements.

- Innovation, Research and Technology to be embraced in all operations for efficient and effective service delivery.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development and training programs and show strong management involvement and commitment.
- Deliver complete orders at times in accordance with a contract or as agreed with a customer.
- Drive continual improvement based upon efficient business processes, well-defined measurements, best practices and customer surveys.
- Build a mutually profitable relationship with our customers, ensuring their long-term success through the understanding of their needs and the needs of their respective customers as well.
- Integration of the Quality Management System into all operations with continual reviews to improve effectiveness, and
- Quality objectives established annually, measured, monitored, communicated and updated as necessary.

Policy & Procedure Summary

Our Quality Manual has been developed to provide an overview of the Quality Management System developed by CLS. It will be implemented and maintained incorporating all the processes actioned by CLS across all of its operations to consistently meet our customers' needs and expectations. This will continually improve the system's effectiveness in delivering a high level of customer service and satisfaction.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director and Operations Manager on the system's implementation, status and effectiveness.