

QUALITY POLICY

Catering Industries is committed to achieving excellence through providing quality food, cleaning and laundry services in a manner which meets clients' expectations, delivers a high and consistent level of customer satisfaction and value for money.

This is achieved by implementing and monitoring our:

- ✓ Quality Management System which conforms to ISO 9001:2015
- ✓ Safety Management system which conforms to ISO 45001: 2018 and the WHS Act 2011
- ✓ Food Safety Programs which conform to HACCP, FSANZ Food Standards Code 3.3.1 and the NSW Food Authority Food Safety Programme for Food Service to Vulnerable Persons Scheme.

This policy supports the implementation of the Quality Management System, which delivers:

- Food safety quality maintained through auditing, critical controls, continuous improvement, ongoing education, and the use of approved suppliers.
- Superior cleaning and laundry services – maintained and monitored via the same parameters as our food safety and quality.
- Objectives and targets to meet our legal and client requirements
- Ongoing commitment to continuous improvement by all employees through effective internal audits, corrective actions as well as internal and external training programmes.
- Service monitoring to customers to ensure our service is responsive, courteous, timely and meets their needs.
- Effective communication through leadership to staff via promotion of quality procedures to ensure quality objectives are achieved. In addition, we hold a commitment to training and professional development for employees.
- Board of Directors and senior management commitment to provide superior catering, cleaning, and laundry services.

This policy applies to:

- a) our employees, agency personnel, contractors, visitors, and all Persons Conducting a Business Undertaking (P.C.B.U) in facilities where we deliver services.
- b) All activities conducted by or on behalf of Catering Industries



Nick Cuschieri
Managing Director