

## ABOUT US

The Glad Group is an Australian owned and operated industry leader providing integrated property service nationally to the commercial, retail, educational, government and transport infrastructure sectors of the property industry. Our core services of Cleaning, Security, Maintenance and Environmental solutions together with our range of additional services provide end to end solutions for our clients with all services supported by our 24/7 national operations centre and help desk facility.

We introduced integrated property services to enhance the quality of our services, provide a seamless delivery of all our services, cost efficiencies, the employment of uniform technology and streamlined reporting for our clients. Integration is all about managing risk; operational, financial, presentation and customer experience.

This is achieved through one team approach, taking ownership and providing end to end solution based on our customer's requirements.

## OUR COMMITMENT

Our company motto: '*commitment to excellence*' means we are committed to delivering quality service without compromising on:

- Health, safety and wellbeing; or
- Sustainability; or
- Integrity, or
- Compliance to statutory and regulatory requirements.

## OUR GOAL

To become the world's leading authority in integrated property services.

## OUR OBJECTIVES

- To engage and empower our people at all levels of the organisation to deliver a sustainable service that will exceed all our stakeholders' expectations;
- Use and implement best practice cleaning, security and maintenance services in compliance with the relevant standards, acts and regulations; and
- Continuously maintain and improve our systems and practices to ensure our clients can enjoy safe, effective and efficient services. Ensure we use products that meet or exceed their expectations, in compliance with the requirements of the ISO 9001 standard for Quality.
- Our strategies to achieve these objectives as well as measureable targets can be viewed on Glad's intranet.

## CUSTOMER FOCUS

The whole team of Glad Group strive to deliver quality services and products that meet or exceed our clients' requirements and expectations, in compliance and conformance to contractual obligations.

Customer satisfaction is our prime aim and feedback is continuously measured and monitored via repeat business, direct contact with the client, and monitored during our regular management reviews.

Improvements are identified, assigned, implemented and communicated internally and externally.

## CONTINUAL IMPROVEMENT

The key to our success is our focus on enablers such as leadership, communications, resources, organisational architecture, people and processes. Our continual improvement projects and measures lead to better results because we have a documented, strategic process which incorporates improving relationships with our clients, employees and suppliers. The key to our successful continual improvement process is effective, open communication channels which encourage feedback, recommendation, suggestions and innovations to flow freely between all levels of staff.

## MONITORING AND MEASURING

Site Contract Management Plans, monthly site KPI Inspections, system and site audits are planned, established and reported to manage, monitor and measure our performance in compliance with our defined and established systems and client specifications and expectations.

## OUR PEOPLE

Our people are the best in our industry; highly trained, committed, enthusiastic and above all honest. We applaud good staff through monthly staff recognition certificates, and commend those who demonstrate their commitment and engagement within the system by publishing their story on our website and internal newsletter.

## COMPLIANCE

Our Integrated Business Management System (IBMS) complies with the requirements of ISO 9001 standard for quality and is structured to open the channels of communication between senior management and site based workers.

Our policies are reviewed on a regular basis through consultation with all our stakeholders and workers.

This Quality Policy cannot succeed without the active participation of all personnel in the continual improvement process by meeting and exceeding client requirements. I ask all personnel to support this policy and to be pro-active in the implementation and on-going improvement of the Integrated Business Management System.

Nick Iloski

**Managing Director**

**Glad Group**, comprising of:

Glad Group Pty Ltd | ABN 62 092 928 115

Glad Cleaning Service Pty Ltd | ABN 43 054 617 891

Mutual Cleaning and Maintenance Pty Ltd | ABN 53 006 516 810

Glad Maintenance Pty Ltd | ABN 85 127 522 481 | Contractor's Licence: 215410C

Glad Security Pty Ltd | ABN 122 097 590 | Security Licences: NSW 409557154, ACT 17502081, QLD 3199590, VIC Licence 763-211-20S, WA SA40606. SA

