



QUALITY POLICY

1. PURPOSE

To outline the company's commitment to delivering a quality service.

2. POLICY STATEMENT

Biniris provides professional services that meet and satisfy our customer's expectations through industry experience, expertise, reliability and consistent high quality. We are committed to work closely with our customers to understand their needs and deliver customised services to meet their needs and expectations of the contract specifications.

To do this we will adopt a systematic and structured quality management system and provide the leadership necessary to build a culture that improves our system as we use it.

Our firm commitment to the continual improvement of our Quality Management System, extends to the monitoring and reduction of our company carbon emissions and the introduction of all forms of recycling and environmentally friendly cleaning mechanisms. The implementing of these initiatives are value add benefits to our customers sustainability programs. We view quality control and continuous development as the foundation to our business.

This is achieved through our objectives of:

- SYSTEMS – we maintain systems in line with the requirements of ISO 9001:2015;
- DOCUMENTATION – we ensure policies, procedures and other documentation are written in user friendly language, controlled and regularly reviewed for effectiveness;
- PEOPLE – we provide training in the systems, policies and procedures necessary to deliver a consistent standard of customer service;
- PLANNING – we plan scopes and rosters to ensure customer expectations are met or exceeded and services are delivered safely and on time;
- EQUIPMENT – we maintain equipment and transport vehicles to high standards and present them for use in a safe and serviceable state;
- CUSTOMERS – we liaise with clients and seek their feedback to ensure we are meeting or where possible exceeding their expectations
- IMPROVEMENT – we monitor, measure and analyse our quality performance in order to identify opportunities of continual improvement of the QMS.

The quality and reliability with which Biniris supply these contracted services is the responsibility of every team member within the Biniris organisation. To achieve these objectives Biniris has established and maintains an effective and efficient business management system.

This business management system has been planned and developed in conjunction with other management functions. The requirements of the business management system continue to be under review so as to ensure their continued alignment to current business practises. The manual describes how the business management system is designed to ensure that:

- Customer requirements are recognised
- Consistent control of these requirements is established, implemented and maintained.

Ongoing business objectives have been set by management and are continually reviewed as part of the management process.

Peter King – Managing Director

Date 26/09/2019