

Quality Policy

Keen Cleaning is an Australian family-owned business. Our company provides full range of cleaning services to commercial, industrial, government, and hospitality related industries throughout Australia. We are committed to comply with safety and quality requirements, with fair engagement for all our staff while maintaining compliance with ISO 9001:2015 (Quality Management Systems), ISO 45001:2018 (Occupational Health and Safety Management Systems) and ISO 22000:2018 (Food Safety Management Systems) standard.

We are committed to achieving these by:

- Consistently meeting and exceeding clients' expectations, requirements, and standards through continuous improvement processes in line with the ISO 9001:2015 quality management system and ISO 22000: 2018 food safety management systems.
- Comply with regulatory requirements applicable to the cleaning industry in Australia, including work health and safety (WHS) regulations and environmental standards, underpinned by our compliance with ISO 45001:2018.
- Ensuring leadership commitment to the quality system, with leadership regularly reviewing the effectiveness of the ISO 9001 and ISO 22000:2018 systems and aligning business objectives with strategic goals. Fostering a culture where staff are actively engaged and take ownership of the quality system, promoting accountability and responsibility as part of our commitment to ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards. Assess our level of compliance and competency. to align with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards, ensuring that all staff are adequately trained and competent in their roles.

This will be achieved by:

- Implementing and continuously improving our certified quality management system in line with the requirements of ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018 standards.
- Strict compliance with legislative and relevant industry requirements, including Australian Work Health and Safety (WHS) regulations in accordance with ISO 45001:2018. It includes ensuring all safety measures and risk assessments are in place and regularly reviewed.
- Effectively communication of company's commitments to quality system through comprehensive training and development programs for all staff members, ensuring they understand their roles in achieving quality and safety objectives in line with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018.

- Conducting regular internal audits and management reviews to ensure compliance with quality management to ensure our objectives and commitments are achieved, we will drive continuous improvement by assessing our processes and implementing corrective actions where necessary, with a focus on preventing incidents and improving safety performance as part of our ISO 45001:2018 commitment. We will continually assess our compliance with relevant standards in accordance with ISO 9001:2015, ISO 45001:2018 and ISO 22000:2018.

The entire team at Keen Cleaning share the responsibility for maintaining and improving the quality management system, fostering a culture of safety, quality, and responsibility across the company in alignment with ISO9001:2015, ISO 45001:2018 and ISO22000:2018.



Managing Director

Date: 26/03/2025