

## QUALITY POLICY

**Catering Industries** is committed to achieving **excellence** through quality food, cleaning, laundry and associated services in a manner which meets clients' expectations, delivers a high and consistent level of **customer satisfaction and value for money that not only meets but exceeds their expectations.**

This is achieved by:

- Implementing and improving **Quality Management Systems** based on AS/NZS ISO 9001:2015 and Food Safety Programme based on HACCP procedures which is compliant with FSANZ Food Standards Code 3.3.1 and NSW Food Authority Food Safety Programme for Food Service to Vulnerable Persons Scheme.
- **Food Safety and Quality** maintained through rigorous auditing, critical controls, continuous improvement, ongoing education and the use of approved suppliers.
- **Superior Cleaning and Laundry Services** – maintained and monitored via the same thorough parameters as our food safety and quality.
- Ensuring an ongoing **commitment to continuous improvement** of our Quality Systems by all employees through effective internal audits, corrective actions as well as internal and external training programmes.
- Ensuring **service to customers** is responsive and proactive to customer input, 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.
- **Maintenance of the Quality System,** due to the highly regulated nature of our business, documentation and record keeping is an integral part of maintaining our quality system and is done by regular audits, checklists, and critical controls.
- Our Quality Management System is driven and managed by our board of Directors and senior management and is the responsibility of all Catering Industries staff so that we may provide superior catering, cleaning and laundry services.

This policy is applicable to all Catering Industries management and employees.



Nick Cuschieri  
**Managing Director**



Mickie Magan  
**National Manager – QA & Compliance**