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### Statement of Intent

TLP Commercial Cleaning is committed to delivering services that meet or exceed customer expectations and regulatory requirements through provision of efficient and effective quality assured contract services on a timely basis, adhering to budget and contract specifications. To achieve this, we have established the following quality policy:

### Objectives

- As an integral part of company policy, TLP will maintain a quality management system with implemented and documented procedures and work processes.
- TLP will provide appropriate training for management and staff in quality system requirements
- TLP will communicate its quality management objectives and performance indicators throughout the company as follows
  - Customer Focus: We prioritize understanding and meeting the needs and expectations of our customers.
  - Continuous Improvement: We are dedicated to continuously improving our processes and services.
  - Compliance: We adhere to all applicable laws, regulations, and standards related to quality management.
  - Employee Involvement: We encourage the active participation and contribution of all employees in quality improvement initiatives.
  - Effective Communication: We promote open and transparent communication channels to ensure all stakeholders are informed and engaged in quality-related matters. This policy is available on our website for access of all the interested parties

### Responsibility

- All management and staff are to be aware of their responsibility to comply with the requirements of the TLP quality management system
- Contractors employed to carry out work for TLP are fully informed prior to contract, project initiation, of their obligations and duties under the quality management system.

### Application of the Policy

This Policy is applicable to all TLP office and work sites in Melbourne, Victoria, Australia.

The Policy is available on the website of TLP Commercial Cleaning and accessible to our stakeholders.

### Consultation

TLP is dedicated to fostering open communication and collaboration between employees, contractors, customers, and management.

Signed: Date:



17 June 2024

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