

5. Leadership

Leadership and Commitment

Ezko Property Services management shall demonstrate leadership and commitment to the management systems recognising their moral, legal and contractual responsibilities, to Workplace Health Safety and Environmental legislation, regulations, and codes of practice, to provide a safe and healthy workplace and environment for workers, contractors, customers, visitors and the local community.

Our managers understand that they are accountable for the effective implementation of the Management systems and that the policy and objectives established are in synergy with the direction of the company.

Our managers will adopt a risk-based thinking approach to ensure that thought and planning is in place for potential risks to the business and effective solutions have been developed to avoid, minimise or manage these risks whilst meeting all statutory, contractual and standard requirements. All our operations are based on continually improving our management systems which are based on AS 4801, ISO 14001 and AS/NZS ISO 9001.

Communication of the Management System requirements will be as follows: Staff will be made aware of this through the training and induction process and will be refreshed periodically through the company toolbox talks. Communication to clients will be facilitated through the tender documentation and the monthly reporting process. To the wider public, Ezko's commitment will be published in the company profile and via the corporate website.

Policy

Commitment

Ezko Property Services cleaning activities are guided by this Management System policy, which has been integrated into business planning at all levels and applies to all activities at worksites as well as at Head Office.

Ezko Property Services, its employees and contractors shares the property services sector's desire for the following:

- cost effective cleaning services,
- clean and safe spaces to work and to visit
- protecting and preserving of the environment.

Commitment to Management System:

- Comply with applicable laws, and regulations, industry and client requirements, and will strive towards higher standards.
- Apply responsible standards where laws and regulations do not exist.
- Participate actively with industry and government in the development of appropriate legislation and regulations.
- Ensure contractors understand and adhere to Ezko Property Services' Management System policy and standards.
- Take measures to prevent incidents. Develop and maintain contingency procedures in order to minimise impact should any incident occur.
- Ensure that Continual Improvement Management Plan incorporates and sets out the longer-term QHSE objectives and targets, the allocation of responsibilities and accountabilities and the relevant time frames for completion of those objectives and targets.

Management

- are expected to demonstrate that these objectives are being met by employees and contractors.
- will ensure that Ezko complies with all legislation, regulations, industry and client requirements
- will eliminate all workplace hazards, risks and aspects as is reasonably practicable
- will provide information, instruction and training to all workers
- will supervise workers to ensure work

Quality Policy

Commitment to Quality

To ensure Ezko Property Services (AUST) Pty Ltd quality objectives are achieved and maintained, the company has adopted the following strategy:

- Set benchmarks for each manager and employee for consistently high levels of cleaning service.
- The company shall allocate adequate resources to ensure the quality of product and service compliance with agreed specifications.
- That staff are aware of the need to foster good customer relationships and effective communication to achieve customer satisfaction.
- Monitoring of customer feedback to obtain a measure of the effectiveness of the quality system,
- That the quality policy is refined to achieve a consistent provision of quality service that satisfies the customers evolving requirements
- That Ezko Property Services regards communication with customers as critical to the effectiveness of the quality system.

Environmental Policy

Commitment to the Environment

- Review and update its environmental objectives and targets standards in the light of developments in technology, legislation, industry practices, “Green” cleaning practices and changing community expectations.
- Assess potential environmental effects before conducting new activities.
- Commitment to fulfill its compliance obligations.
- Measure and plan to prevent pollution and to progressively to reduce environmentally detrimental effluents, emissions and wastes to a practicable and acceptable level.
- Seek continuous improvement in energy efficiency.
- Encourage concern and respect for the environment and ensure that training is provided for all employees and contractors on their responsibilities for environmental management and protection.
- Environmental issues will form part of regular performance review processes. These processes will be supplemented by regular auditing.

WHS Policy

Commitment to Work Health & Safety

Top Management is committed to

- the establishment of healthy and safe workplaces and to the integration of health and safety in all activities and has the overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities.
- Commitment to eliminate hazards and reduce risks
- complying with all applicable WHS legal requirements and ensuring that this policy and related WHS objectives are established and are compatible with the strategic direction of the organization.
- ensuring the integration of the WHS management system requirements into the company's business processes.
- ensuring that the WHS management system achieves its intended outcome(s).
- directing and supporting persons to contribute to the effectiveness of the WHS management system
- ensuring the responsibility for the WHS system is managed by an appropriately qualified person.
- communicating the importance of effective WHS management and of conforming to the WHS management system requirements.
- ensuring and promoting continual improvement.
- allocating adequate resources and facilities to ensure the comfort and safety of staff and the public.
- protecting workers from reprisals when reporting incidents, hazards, risks and opportunities.
- ensuring there is accountability at all levels of management for carrying out health and safety responsibilities.
- ensuring the organization establishes and implements a process(es) for consultation and participation of workers.
- developing, leading and promoting a culture in the organization that supports the intended outcomes of the OH&S management system.
- documenting, posting and communicating this policy internally and externally.

Responsibility

All Ezko Property Services' employees and its contractors are required to understand and act in accordance with the Company's Management System policies and ethical standards.

Objectives

These policies aims to provide and make sure that our work is carried out with:

- Plant and equipment that is safe
- Documented procedures and instructions to ensure safe systems of work
- Documented procedures and instructions to ensure 'Green' cleaning systems of work are implemented and followed
- Compliance to legislative requirements and current "state of knowledge" standards and/or codes of practice
- Our workers, contractors and customers provided with regular information, instruction, training and supervision to ensure their safety and sustainable cleaning practices including 'Green' Cleaning
- Support mechanisms which assist workers with maintaining or improving their psychological and physical health
- A positive process for continual improvement in QHSE performance
- A risk management system that is effectively applied to QHSE
- Effectively maintain and protect the environment in which we work.
- Site injury management, rehabilitation and claims performance meets or exceeds company performance standards and industry benchmarks.