

Quality Policy



City provides innovative facilities management solutions that ensure successful, long-term outcomes for our partners and stakeholders. City is committed to delivering high quality facilities management solutions in an efficient and effective manner that consistently support our partners' requirements and agreed expectations; allowing our partners to concentrate on their core operations.

To meet this commitment, City will strive to:

- Develop, maintain, resource and continually improve the efficiency and effectiveness of our quality management system in accordance with the requirements of ISO9001.
- Continually improve our quality performance by establishing clear and measurable objectives, metrics and programs, aimed at delivering high quality services.
- Monitor, understand and comply with statutory, regulatory and contractual obligations that are applicable to our business operations and the facilities management solutions that we provide.
- Proactively plan all work activities and take into consideration applicable quality and service delivery requirements.
- Enhance partner satisfaction by actively seeking to understand expectations and acting on feedback.
- Identify quality risks and opportunities and take action (where practicable) to prevent or reduce undesirable effects, and/or achieve improvement.
- Work collaboratively with our partners to ensure compliance to established quality procedures and operational rules.
- Make quality and partner satisfaction an integral part of all management and team member responsibilities.
- Investigate all quality issues and nonconformities to determine cause and initiate appropriate corrective actions.
- Ensure our people are empowered, competent and equipped with the required resources and information to perform their duties in a partner focused, efficient and effective manner.

City recognises that our success is dependent upon the success of our partners. City will foster a culture of continual improvement and innovative thinking that will support our partners to drive productivity and minimise risk. The success of our quality management system is dependent on ensuring all team members and contractors are committed to achieving our objectives and fully understand their obligations.

Approved By:

Chris Winchester, Group CEO – Asia Pacific & North America

November 2021

