

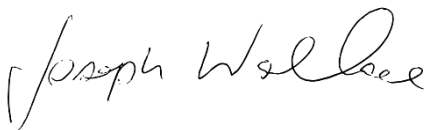
Multhana Property Services is committed to the provision of professional services and products to meet and where possible exceed our customers' requirements and expectations, thereby assisting them to achieve their strategic objectives. Multhana Property Services has undertaken the development, implementation and maintenance of a quality management system which, as a minimum, aligns with the requirements of the current internationally recognised standard ISO9001:2015 Quality Management Systems.

In meeting these requirements Multhana Property Services will ensure:

- The needs and expectations of our customers are clearly understood, continually evaluated and achieved;
- That safe systems of work are sustainable and supported by documented and auditable standards, procedures, and records are maintained;
- That on-going competency-based training is provided for our employees as required to meet the requirements of their role for their professional development;
- Multhana Property Services encourage team problem solving at all levels of the organisation to implement work practices or processes that continually improve the service level and/or our management and business systems;
- That we apply measures, monitor processes and undertake reviews;
- At every opportunity we continually improve our management or business systems and associated key processes through the development of specific departmental and individual KPI's and other business objectives;
- Staff are consulted on change and encouraged to participate in developing new processes or procedures.

To achieve this objective we recognise that we must:

- Ensure our documented and implemented management system is suitable for the needs and requirements of our customers;
- Understand, meet and exceed customer needs and expectations;
- Ensure the management system incorporates features which promote continual improvement at all levels in the organization;
- Ensure the management system is communicated, understood and implemented throughout the organization;
- Carry out regular reviews to ensure the system's meets compliance and maintains our effectiveness;
- All employees understand the importance of their individual roles in the day to day running of the organization;
- The health, safety and welfare of our employees, customers and visitors remain of the highest priority;
- All employees are given the opportunity to develop their individual skills by the provision of training and support;
- Multhana Property Services has ensured that this policy is prominently displayed and that it is reviewed for continuing suitability at least annually.



Joe Wallace
Managing Director
4th January 2024