

DPO 0004 Quality Policy

Danihers Facility Management is a high-quality provider of total facility management services, with expertise and emphasis in the education, pharmaceutical, health, commercial and industrial sectors.

We manage, clean, and maintain facilities throughout Victoria.

At Danihers we uphold a key set of values called 'The Danihers Way', which covers all facets of our business and leads to exceptional outcomes for our clients. These are: Integrity, Passion, Professional, High Quality, Service Oriented, and Approachable.

Through our passion for quality, we will:

- Thoroughly understand the needs and requirements of our customers
- Develop and empower our employees to do what is needed to satisfy and exceed our customers' expectations
- Strive to continuously improve our processes
- Strive to continually improve our products and services
- Maintain and improve our Quality Assurance Management System which is based on the requirements of AS/NZS ISO9001.
- Communicate this policy to employees and stakeholders during induction have shared understanding and commitment to these principles.
- Where relevant, assess the potential impact of external factors, including climate change, on our ability to deliver quality outcomes. We will consider the needs and expectations of interested parties who may have climate-related requirements, and respond through appropriate risk-based planning and continual improvement of our systems and services.

At Danihers our business is all about our people. All Danihers' employees, business units and trade partners are made aware of this policy and are responsible for the successful operation of our quality management system. This includes delivery of excellent standard services and products to all internal and external clients.

Our passion for quality is fundamental to our future success.

Anthony Daniher

Managing Director

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