

QUALITY POLICY

Aster Services has established this quality policy to be consistent with the purpose and context of our organisation, support our strategic direction and provide a framework for setting quality objectives.

Our Company provides a comprehensive range of cleaning, property facilities maintenance services for commercial, industrial, retail and residential properties owned by both the public and private sectors.

Our primary objective is to provide quality services that consistently meet customer requirements, applicable requirements and the expectations of relevant interested parties.

In order to ensure that it provides the quality of services that its Clients expect, Aster Services has established business objectives of:

- Carefully identifying each Client's needs and requirements;
- Identifying and addressing risks and opportunities that may affect service quality, customer satisfaction and business performance;
- Engaging personnel with appropriate abilities and commitment to excellence;
- Ensuring subcontractors can provide the quality of services required by Clients and the Company's Management System;
- Implementing and monitoring procedures and processes designed to ensure the achievement of the highest standards of performance by the Company; and
- Monitoring and reviewing the Company's performance to support continual improvement, customer satisfaction and the effectiveness of the Management System.

Aster Services has established a Management System which meets the requirements of:

- ISO 9001 Quality Management Systems – Requirements.

Aster Services is committed to:

- Satisfying applicable customer, statutory, regulatory and business requirements;
- Continual improvement of our Management System; and
- Striving to achieve Client satisfaction through the planning and control of all its activities as set out in the Management System.

This policy is approved and issued by the Executive Director of Aster Services.



Michael Walshe
Executive Director

01 June 2026