

Vision

The White Spot Group vision is to be recognised throughout the industry for delivering high quality commercial cleaning and deep-clean/sanitation services. We aspire to be a reputable regionally based cleaning company, committed to exceptional customer service - we believe that market leadership and repeat business is based primarily on quality performance and reputation.

Mission

White Spot Group's mission is to provide high quality cleaning services, with an emphasis on:

- a. Quality,
- b. Safety,
- c. Environmentally sustainable service delivery,
- d. Performance, and
- e. Customer Satisfaction.

Quality Objectives

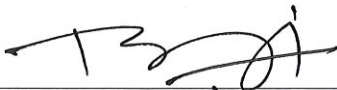
Quality objectives are to:

- a. meet our customers' expectations and contractual obligations with a view to achieving customer satisfaction, reputation enhancement and repeat business through the effective application of the White Spot Group Integrated Management System (IMS);
- b. implement and maintain an Integrated Management System, which meets the ISO 9001:2015 Quality Management System Standard;
- c. ensure that employees and contractors are trained, skilled, competent, and licensed as appropriate for the tasks they are performing;
- d. allocate appropriate resources to meet customer and regulatory requirements;
- e. ensure that staff are aware of and comply with applicable statutory and regulatory requirements and are kept informed of changes in relevant standards, legislation, industry and customer requirements;
- f. audit the Integrated Management System and review our performance and assess feedback from customers, with a view to continual improvement
- g. regular review our performance, including customer feedback, to ensure the ongoing effectiveness and continual improvement of the Integrated Management System (IMS).

Commitment

White Spot Group's Managing Director and Senior Management are committed to maintaining high standards of quality and safety and are committed to continual improvement and meeting the requirements of the Integrated Management System through the pursuit of the above Quality Objectives.

The Managing Director, Management and staff are committed to the communication and implementation of this Quality Policy. All staff are encouraged to strive to achieve quality outcomes in accordance with this policy.



Benji Kushwaha - Managing Director