



Business Policy 2025 – 2026

TST is committed to providing excellent cleaning and minor maintenance services to existing and potential clients, in a professional, competent and courteous manner. At all times our key emphasis is quality and safety that leads our company to:

- Clear understandings of client and regulatory requirements
- Exceed these requirements with all work undertaken
- Generate ongoing improvement in teamwork, processes and disciplines
- Review and train staff in essential skills and competencies
- Respect and preserve client property and staff welfare at all times

To achieve these goals TST complies with ISO 9001:2015, quality management systems requirements, relevant legislation and regulations governing business operations in NSW and in particular the standards of operation required in the cleaning, maintenance and security services industries. The company constantly monitors performance through developed and implemented procedural applications and through online links to regulatory and technological updates.

Management and staff recognise the following areas as essential to achieving ongoing quality outcomes and business growth:

- Complete understanding of client and regulatory requirements in all aspects of cleaning and maintenance
- Exceed these requirements during the conduct of business in supplying services
- Review current and future suppliers (e.g., for cleaning agents and maintenance work providers) to ensure client requirements are met and exceeded in every contract
- Continually improve teamwork, processes for recording and inspection for work in progress and completed services and feedback to clients
- Provide skills and administrative training in contract management, customer service management, staff training and induction, recognition of responsibilities, data capture and analysis
- Set key performance indicator targets and regularly review these to maintain our goal growth performance
- Extend TST's client base creating an expansion of staff to service new contracts
- Enhance work practices in accordance with Safe Work and EPA safety and environmental requirements and review these processes at determined intervals to ensure identified levels of residual risk are progressively reduced

Review all aspects of TST cleaning operations in line with implemented procedures.

George Shamoon
General Manager
28 April 2025