QUALITY ASSURANCE POLICY

Knight Facilities Management Australia Pty Ltd (KFMA) is committed to the establishment, maintenance, and continual improvement of a fully Integrated Management System (IMS) certified to the following international standards:

ISO 9001 – Quality Management Systems, ISO 45001 – Occupational Health and Safety Management Systems, ISO 14001 – Environmental Management Systems, ISO 41001 – Facility Management Systems and ISO 55001 – Asset Management Systems.

Our goal is to ensure that client requirements are consistently understood, planned, and delivered in a safe, sustainable, and efficient manner. By integrating these standards into every aspect of our operations, KFMA ensures that quality, safety, sustainability, and reliability are embedded in the way we do business.

Our Commitment:

Through effective management of our people, processes, facilities, and systems, KFMA commits to:

- Delivering measurable value to clients and stakeholders.
- Improving and sustaining efficiency, consistency, and reliability in service delivery.
- Creating a safe, healthy, environmentally responsible, and sustainable workplace for employees, contractors, clients, and visitors.
- Demonstrating leadership in facilities and asset management practices.

Our Shared Objectives:

Knowledge of Requirements

- Identify and comply with all relevant legal, regulatory, contractual, and client requirements.
- Ensure alignment of client expectations with KFMA's IMS.

Risk, Opportunity & Continual Improvement

- Establish measurable goals, objectives, and targets.
- Manage risks and pursue opportunities to enhance performance, safety, and sustainability.
- Adapt to emerging challenges including digital transformation, climate impacts, and evolving client needs.

Awareness, Communication & Culture

- Improve IMS awareness and foster accountability across all levels of the organisation.
- Strengthen quality, safety, and environmental culture throughout KFMA and its supply chain.
- Build long-term, collaborative partnerships with suppliers, subcontractors, and stakeholders.

J.E. Purcell

Joshua E. Purcell
Global COO
Knight Facilities Management Australia Pty Ltd
ABN 17 139 274 061

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