

# VENUESLIVE MANAGEMENT SERVICES

## QUALITY POLICY

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### POLICY

VenuesLive Management Services Pty Ltd and its wholly owned subsidiaries (VenuesLive) has made a commitment to quality and to being the best venue management and catering services company in Australia and as such has implemented a Quality Management System which complies with the requirements of the International Standard ISO 9001:2015.

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### PURPOSE

This Quality Policy defines our objectives and standards to maintain quality across the business.

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### SCOPE

All employees of VenuesLive.

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### PROCEDURE

The Company is a leading provider of management and hospitality services to venues and events.

The Quality Management System provides the basis for working in a systematic manner through formalised procedures and processes designed to minimise variation in the services we provide.

The Company is committed to:

- Complying with the requirements of this policy and continually improving the effectiveness of the quality management system;
- Establishing business objectives and regularly monitoring and reviewing these objectives through departmental meetings and management system review meetings to ensure key performance indicators are achieved;
- Ensuring that our products are of high quality;
- Ensuring employees are appropriately trained and remain aware of the latest developments within their field of expertise;
- Ensuring employees have adequate resources to conduct their work effectively and are responsible for the quality of their own work;
- Ensuring employees are dedicated to customer satisfaction and providing the highest professional service to our customers;
- Ensuring employees maintain customer and worker safety as their first priority at all times;
- Endeavouring to meet and exceed the legitimate expectations of our customers by providing service of the highest standard and welcoming and encouraging customer feedback at all times;
- Meeting all statutory and regulatory requirements relevant to the Company's activities;
- Communicating the requirements of this policy to all workers and taking steps to ensure that it is understood; and
- Ensuring adequate resources are made available to implement this policy.

The Quality Management System will be reviewed annually by management and audited to ensure it remains relevant to our operations.

The Managing Director and senior management fully endorse this Policy and the formal Quality Management System that has been implemented.

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**AUTHORISED BY:**

Daryl Kerry, Managing Director



**DATE:**

14 November 2018

**REFERENCES:**

**Legislation & Standards:** ISO 9001:2015 Quality Management Systems

**IMS Documentation:** IMS Management Manual, IMS Documentation

**Forms:** Not Applicable

**Other:** Not Applicable

**RESPONSIBILITY:**

Corporate Services