

The IFS Group is wholly Australian owned and operated industry leader providing an integrated property service nationally to the commercial, retail, educational, government, security and transport infrastructure sectors of the property industry. Our core services of Cleaning, Security, Maintenance and Environmental service together with our range of complementary services provide end to end solutions for our clients with all services supported by our 24/7 national operations centre and help desk.

We provide integrated property services to enhance the quality of our services, provide a seamless delivery of all our services, cost efficiencies, the employment of uniform technology and streamlined reporting for our clients. Integration is all about managing risk; operational, financial, presentation and customer experience. This is achieved through a customer focused centric approach, taking ownership of quality and providing end to end solutions in partnership with our client's requirements.

## OUR COMMITMENT

IFS is committed to excellence meaning we are committed to delivering quality service without compromising on:

- Health, safety and wellbeing; or
- Sustainability; or
- Integrity, or
- Compliance to statutory and regulatory requirements.

## OUR GOAL

To become the world's leading authority in integrated property services.

## OUR OBJECTIVES

- To focus our people throughout the organisation to deliver a fully sustainable set of services that will exceed all our stakeholders' expectations;
- To use and implement all best practice processes in relation to core services including cleaning, security and maintenance and complementary services in compliance with the relevant standards, acts and regulations; and,
- To continuously maintain and improve our systems and practices to ensure our clients can enjoy safe, effective and efficient services.

We are focused on ensuring that we evaluate and use products that meet or exceed client expectations, in compliance with the requirements of the ISO 9001 standard for Quality.

- Our strategies to achieve these objectives as well as measurable targets can be matched to Clients systems and mutual reporting is always a normal output.



Shirmon De Silva  
Managing Director  
March 2017

## CUSTOMER FOCUS

IFS Group will deliver quality services and products that meet or exceed our clients' requirements and expectations, in compliance and conformance to contractual obligations.

Customer satisfaction is our central focus and feedback is continuously measured and monitored. Improvements are identified, assigned, implemented and enacted throughout the company.

## CONTINUAL IMPROVEMENT

The key to our success is our focus on leadership, communications, resources, organisational structure, people and processes. Our continual improvement projects and processes lead to better results because we have a documented process which incorporates improving relationships with our stakeholders. The key to our successful ongoing improvement process is an effective, open communication channels which encourages feedback, recommendations, suggestions and improvement throughout the company and wider stakeholder areas.

## MONITORING AND MEASURING

All IFS Sites are controlled by Management Plans, site inspections, and a full audit suite is normally tailored to the client's needs. System integration with clients is typical and IFS experience and knowledge in this area allows the development of contract specific performance management in compliance with our defined and established systems and client specifications.

## OUR PEOPLE

IFS deliberately source the best experts in our industry groups; employees are highly trained, committed, enthusiastic and ethical. Staff are recognised and rewarded and commended through the organisation.

## COMPLIANCE

Our ISO 9001 standard for quality and is focused on supporting robust communications between all levels of the organisation.

Our policies are subject to a constant regime of review and our entire system is subject to a compliance audit annually. We are in constant consultation with all our stakeholders and employees to ensure that improvement is translated into our systems.

IFS Quality initiatives require the ongoing participation of all employees and the principles of continuous improvement to ensure that client expectations are met and exceeded.

