

## Food Safety Policy

Keen Cleaning is a proudly Australian-owned and operated family business, dedicated to delivering premium cleaning services to the food manufacturing industry.

Our mission is guided by three core objectives:

**Customer Satisfaction:** Providing cleaning services that consistently meet and exceed our customers' needs and expectations.

**Continuous Improvement:** Striving for ongoing enhancement across all aspects of our operations.

**Compliance and Standards:** Adhering to regulatory requirements, including ISO 22000 standards, and ensuring customer expectations are met.

### Quality and Responsibility

At Keen Cleaning, quality and customer service are the responsibility of every member of the team, not just management. From the initial planning stages to the final execution, we emphasize a "Do it right the first time" approach. This philosophy ensures superior quality, exceptional customer service, and increased productivity.

We are committed to maintaining the highest industry standards to ensure our services are safe, legal, and of the highest quality. Our food safety program is firmly grounded in ISO 22000 principles and complies with all relevant regulatory requirements.

### Staff Training and Development

Every employee and contracted personnel are made aware of the company's food safety policy. Through comprehensive training programs, we empower all team members with the skills needed to achieve excellence in quality and food safety within their specific roles.

### Continuous Improvement

The team at Keen Cleaning recognizes that the key to ongoing success lies in our commitment to continuous improvement. Management ensures the availability of resources to achieve food safety objectives and supports the development, implementation, maintenance, and enhancement of the ISO 22000 standards.



Managing Director

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