Quality Policy Statement

At ahs hospitality, quality management is fundamental to our operations and underpins our commitment to customers and stakeholders. We are dedicated to delivering services that consistently meet or exceed customer expectations, while ensuring full compliance with all applicable legal, regulatory, and contractual requirements.

To support the effective implementation and maintenance of quality management across the organisation, the following principles and practices are applied, as appropriate:

- Collection, analysis, and evaluation of customer feedback and satisfaction
- Selection, evaluation, and monitoring of suppliers and service providers
- Ensuring employee competence through training, development, and awareness
- Periodic internal reviews and audits of processes and controls
- Management review at both brand and group levels of performance, audit outcomes, risks, and customer feedback

These practices are aligned with the Quality Policy and governance framework of RGF Staffing ANZ, while enabling the implementation of local operational controls appropriate to the nature and scale of ahs hospitality's service delivery.

All documented information relevant to the quality management system is appropriately maintained, controlled, and made accessible to authorised personnel through approved internal systems.

Executive management holds overall accountability for the quality management system, while all employees are responsible for upholding quality standards and supporting continuous improvement across the organisation.

Leanne Graham
Managing Director

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