

## ISO CERTIFICATIONS AND INDUCTIONS

AirFreeze is certified to ISO 9001, ISO 14001, ISO 45001, and ISO 55001 - four of the most rigorous internationally recognised management system standards in operation today. These are not ceremonial credentials.

Each certification represents an audited commitment to a specific operational discipline and is assessed and renewed annually by an independent assessing body, requiring AirFreeze to consistently demonstrate ongoing compliance, continuous improvement, and adherence to strict international standards. This demands a company-wide commitment across all levels of the business to maintain the systems, procedures, and performance benchmarks required under each ISO framework.

Together, these certifications form the compliance backbone of how AirFreeze operates across every job, every site, and every client relationship, supported by structured internal processes, third-party surveillance audits, risk management practices, and measurable performance improvement.



### Customer Satisfaction:

Air Freeze's ISO 9001 is the internationally recognised standard for quality management. For Air Freeze, certification under ISO 9001 means that every service delivered — whether a routine maintenance visit, a new installation, or an emergency breakdown response — is governed by a documented quality management system that defines how work is planned, executed, reviewed, and improved.

In practical terms, this means our processes are not ad hoc. Job documentation, technician sign-offs, equipment checks, and client communication all follow structured procedures that are regularly audited against the standard. When something does not meet the required outcome, a corrective action process is triggered — not to assign blame, but to identify the root cause and prevent recurrence.

7

### INTERNAL DOCUMENT NOTICE

This document has been custom developed for Air Freeze Refrigeration Pty Ltd and is intended solely for internal use. All content is fully proprietary and remains the exclusive property of Air Freeze Refrigeration Pty Ltd. This document must not be downloaded, reproduced, distributed, shared, or used in any form outside of authorised internal purposes. Any unauthorised disclosure, reproduction, or misuse of this material is strictly prohibited and constitutes a breach of company policy. This document is protected under applicable Australian privacy legislation, including the *Privacy Act 1988* (Cth).

For our customers, ISO 9001 certification provides an independently verified assurance that Air Freeze has the systems in place to deliver consistent, high-quality outcomes — and the discipline to improve when we fall short. It is the foundation upon which every other standard in this framework sits.

### **ISO 14001 — Environmental Management System**

ISO 14001 sets the standard for environmental management — how an organisation identifies, monitors, and reduces its environmental impact across all aspects of its operations. For a business working with refrigerants, electrical systems, and mechanical plant across hundreds of sites per year, environmental stewardship is not optional. It is a legal, ethical, and operational obligation.

Air Freeze's certification under ISO 14001 means we operate with a formal environmental management system that addresses refrigerant handling and recovery, waste management, energy consumption, and compliance with all applicable Australian environmental legislation. Our ARctick licensing — which governs the handling of ozone-depleting and synthetic greenhouse gas refrigerants — sits within this broader environmental framework. The standard requires us to set measurable environmental objectives, track our performance against those objectives, and continually improve our environmental footprint over time. It also requires that environmental considerations are integrated into operational decision-making — not treated as an afterthought.

For clients operating under their own environmental compliance obligations — particularly in commercial, industrial, and government sectors — working with an ISO 14001 certified contractor provides an additional layer of assurance that their supply chain is meeting the same standard they are held to.

### **ISO 45001 — Occupational Health and Safety Management System**

For Air Freeze, ISO 45001 certification reflects a non-negotiable commitment to bringing every person home safely from every job. Our technicians work in environments that carry genuine risk — confined spaces, live electrical systems, rooftop plant, pressurised refrigerant circuits, and commercial kitchen environments. The standard requires us to have documented systems for hazard identification, risk assessment, safe work method statements, incident reporting, emergency preparedness, and ongoing safety performance review.

Importantly, ISO 45001 is not a passive certification. It requires active worker participation in safety management — meaning our technicians are not simply handed a SWMS and told to sign it. They are trained to understand the hazards specific to each task, to raise concerns, and to stop work where conditions are unsafe.

#### **INTERNAL DOCUMENT NOTICE**

This document has been custom developed for Air Freeze Refrigeration Pty Ltd and is intended solely for internal use. All content is fully proprietary and remains the exclusive property of Air Freeze Refrigeration Pty Ltd. This document must not be downloaded, reproduced, distributed, shared, or used in any form outside of authorised internal purposes. Any unauthorised disclosure, reproduction, or misuse of this material is strictly prohibited and constitutes a breach of company policy. This document is protected under applicable Australian privacy legislation, including the *Privacy Act 1988* (Cth).

For clients operating under CM3, Avetta, or other contractor management frameworks, Air Freeze's ISO 45001 certification is a core pre-qualification requirement — and one we maintain with the same rigour we apply to the technical work itself.

### **ISO 55001 — Asset Management System**

ISO 55001 is the least commonly held of the four certifications — and arguably the most strategically significant for the clients we serve. It is the international standard for asset management, covering the systematic management of physical assets across their full lifecycle: acquisition, operation, maintenance, risk assessment, and disposal.

For Air Freeze, ISO 55001 certification means we do not simply service equipment — we manage assets. Our AirSync platform, which provides clients with QR-code-based asset tracking, service history, and compliance documentation, is the operational expression of this standard. Every unit we service is a managed asset with a documented history, a maintenance schedule, and a performance record.

This matters enormously for commercial and industrial clients who carry capital equipment on their books and have obligations to demonstrate asset integrity to boards, insurers, and regulators. An aged care facility, a supermarket chain, or a school managed under an FM contract needs to know that its mechanical plant is being maintained in a way that is traceable, auditable, and aligned with the asset's intended service life. ISO 55001 is the framework that makes that possible.

It also positions Air Freeze as a strategic partner — not just a maintenance contractor. When we walk onto a site, we are not simply responding to a fault. We are contributing to the long-term performance and compliance of a client's asset portfolio.

### **What These Certifications Mean for You**

As an Air Freeze team member, these four certifications define the environment you work in and the standard you are held to. They are not background noise. They are the reason our processes exist, the reason our documentation matters, and the reason our clients trust us with critical infrastructure.

Understanding what each standard requires — and why — is the difference between a technician who completes a job and one who upholds a system. This training kit is designed to ensure you are the latter.

#### **INTERNAL DOCUMENT NOTICE**

This document has been custom developed for Air Freeze Refrigeration Pty Ltd and is intended solely for internal use. All content is fully proprietary and remains the exclusive property of Air Freeze Refrigeration Pty Ltd. This document must not be downloaded, reproduced, distributed, shared, or used in any form outside of authorised internal purposes. Any unauthorised disclosure, reproduction, or misuse of this material is strictly prohibited and constitutes a breach of company policy. This document is protected under applicable Australian privacy legislation, including the *Privacy Act 1988* (Cth).