

Introduction

We aim to consistently provide, clean, hygienic, and safe environments in which our customers can thrive. In order to do this, we deliver high quality services, using defect-free products and equipment to ensure that customers receive a service that is compliant with specification, on time and within budget.

In order to comply with all legal obligations, we ensure that systems are in place.

We operate a Quality Management System (QMS) in the form of a Quality Manual which has gained BS EN ISO 9001:2015 certification, including aspects specific to the contract cleaning industry. The structure of the Quality Management System is defined in the Quality Manual.

Our Commitment

Our management team is committed to:

- Ensuring that customer needs and expectations are met.
- Ensuring that our colleagues are safe and supported in their roles.
- Ensuring the Quality Policy is communicated and understood and that we set Quality Objectives to support the QMS at relevant functions, levels and processes.
- Continually developing and improving the Quality Management System.
- Ensuring that we review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System (QMS). The Quality Objectives can be found in the Quality Manual.
- Ensure the availability of relevant resources, required to underpin the Quality Management System.
- Constantly monitoring our Quality performance and will implement changes when appropriate.
- Regularly reviewing the Quality Policy in order to ensure its continuing suitability.

Position: Managing Director

Signature:



Name: Brian Warren

Date: 15/03/24