

## Quality Policy

Our policy is to determine, agree & conform to our Clients' needs and expectations, whilst fulfilling the requirements of ISO 9001 and statutory law.

The Company recognises that to be competitive and maintain good economic performance in the contract cleaning industry, we must implement and maintain management systems that continually improve the quality of our products and services that increase the satisfaction of our clients, employees, shareholders, suppliers and society at large.

A key objective of the Company is that the Management System provides: -

- Confidence of our Clients that their requirements for quality and safety are being achieved in the delivered product or service.
- Confidence of our management & staff that the requirements for quality are being fulfilled and maintained, and that quality improvements take place.
- A framework for establishing and reviewing quality objectives

We are conscious that the motivation of our employees and associates is dependent on their training and understanding of the tasks they are expected to perform. It is part of our ongoing training programme that this policy is communicated and understood at appropriate levels in the Company.

The only way to achieve and maintain this policy is for every employee, in whatever capacity, to perform his or her work to the highest standards at all times.

The aim must be to get it right first time and strive for continuous improvement.

Signed  
Managing  
Director



2<sup>nd</sup> January 2026