

QUALITY POLICY

As a leading supplier of daily office contract cleaning services, we are committed to the continual improvement of our Quality Management System and to delivering consistently high standards of cleaning services to our clients. Our objective is to achieve maximum customer satisfaction, retain existing clients, and attract new business.

Our Aim:

- To ensure our customers' requirements and expectations are fully understood and that service delivery is continually monitored and reviewed
- To react promptly and adapt to our clients' changing requirements, ensuring quality standards are achieved and maintained
- To provide the appropriate environment, training, and resources for our staff to deliver a high-quality service and to employ suitable, competent personnel
- To continually review, monitor, and measure our services in order to identify opportunities for continual improvement

We believe that the quality of service we provide begins with the positive, 'can-do' attitude of our staff, which supports and enhances our service delivery. Regular reviews carried out by our management team ensure flexibility, consistency, and the ongoing effectiveness of this Quality Policy.

This policy has been approved and authorised by:

Name: John Williams

Title: Director

Date: 12th February 2026

Signature: 