

Quality Policy Statement

Our Policy is to maintain a profitable, efficient Company which provides a high quality professional service to our Clients in accordance with their needs and expectations, and to comply with our legal & statutory obligations. The scope of our Quality Management System covers External Cleaning, Site Maintenance & Maintenance Scheduling of Landscaping, and Managing of Specialist Contractors.

Our aim is to retain satisfied Clients by producing quality customer service, maintaining sites efficiently and carrying out cleaning work to the highest possible standard which meets the Client's needs and expectations. By working in accordance with a defined standard (BS EN ISO 9001:2008), our quality system ensures a consistent approach to the provision of our service, which in turn ensures we continue to improve and achieve our aim.

Through our approach to training, personal development and guidance, we endeavour to retain key experienced staff in order to maintain our organisational goals.

Our quality system is constantly improved upon, through the use of both internal audit and management review techniques.

The stated Quality Objectives which are measurable and meaningful include:

- Year on year reduction in number of Customer complaints.
- Year on year increase in repeat business and referrals.
- Year on year reduction in absenteeism in the company.

Quality Policy Approved:



Date Approved: 13/05/11