

QUALITY POLICY

Our mission is to raise the status and standards of the cleaning industry, through education and accredited training thereby;

- Protecting the operative
- Providing a clean and safe environment
- Preserving assets
- Promoting sustainability
- Producing best practice

For us, 'quality' in accomplishing this mission means:

- Seeking out individuals with exceptional levels of experience and expertise across the breadth of the cleaning industry to provide a current, correct, comprehensive pooled intelligence resource for the creation of standards.
- Writing clear, concise, consistent standards, researched and interrogated to the highest level, establishing us as the leading provider of accredited standards and qualifications within the cleaning industry.
- Providing relevant, engaging and flexible training to fully meet and exceed customer requirements, establishing us as the leading provider of training within the cleaning industry.
- Offering appropriate membership opportunities which command meaningful, recognised, effective status impact within the cleaning industry.
- Administering independent, authoritative, reputable verification in the awarding of memberships, accreditations and certifications.
- Ensuring full, accurate compliance with all applicable industry legislation and regulations.

We will achieve this through the implementing and maintaining of our BS EN ISO 9001: 2015 certified Quality Management System applying to the provision of standards, accredited training, qualifications, verification and membership services within the cleaning industry.

The Quality Management System ensures management is committed to:

- Establishing, implementing and maintaining the quality policy.
- Obtaining valuable customer feedback to understand customer requirements and expectations.
- Setting measurable quality objectives at relevant functions, levels and processes at six monthly management review meetings.
- Implementing the Quality Audit Programme to aid the monitoring, review and revision of these quality objectives in six monthly management review meetings.
- Using this information as a means of evaluating the processes and effectiveness of the Quality Management System.
- Continually developing and improving the Quality Management System.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout the business.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this quality policy and abide with the contents of the Quality Manual. Copies of this quality policy are made available to all members of staff and to relevant interested parties through display on our website.

Decisions and actions resulting from management review meetings are communicated to the individuals responsible for implementation in accordance with their role and responsibilities, informing them of their contribution to the effectiveness of the Quality Management System.

This quality policy is regularly reviewed to ensure its continuing suitability.

A handwritten signature in black ink, appearing to read "N Spencer-Cook", written over a thin horizontal line.

Neil Spencer-Cook
Chief Operating Officer
March 2019