

Quality Policy

The scope of GreenZone Cleaning & Support Services Ltd is the provision of contract cleaning and associated support services including specialist cleaning. Our services include window cleaning, carpet cleaning, waste collection and recycling, washroom services, day staff, janitorial services and external maintenance.

We are committed to ensuring compliance with all relevant statutory provisions and approved codes of practice. We are committed to complying with all requirements, and to continually improve the effectiveness of our Quality Management System (QMS), ensuring that it meets the requirements of BS EN ISO 9001:2015. Our QMS will be monitored by an annual internal audit carried out by our Quality Manager.

Our Managing Director has ultimate responsibility for all quality matters. He is responsible for ensuring our QMS is established and maintained, reviewing our quality objectives, meeting all stakeholder requirements and ultimately leading to continual improvement of our business.

Our QMS is based upon the following principles:

We listen to our clients, develop an individual service based on their needs and seek to exceed their expectations.

We have ensured that this Quality Policy is clearly communicated to our stakeholders and ensured they understand it. Our leadership style, through all levels of management, will be in accordance with our values.

Our people are encouraged to act in accordance with our values. We involve them in our development, value their knowledge and experience, recognise their contribution and provide an environment in which they can attain their full potential.

We provide strategic alliances with our suppliers and work with them to deliver mutually beneficial improvements in performance.

We have key procedures in place and view our business as a system of interconnected processes that combine to deliver our business objectives.

We continually improve our business by establishing an environment that encourages increased efficiency and effectiveness.

Reviewed By: Steve Trew in September 2020

Position: Managing Director

This policy will be reviewed for continual suitability every three years if not sooner.

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