

# 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 biannual internal audit carried out by a competent 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, providing resources necessary to achieve these objectives, meeting all stakeholder requirements and ultimately leading to continual improvement of our business.

Our QMS is based upon the following principles:

That service quality is maintained, monitored and opportunities for improved explored through the creation of measurable and achievable targets.

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

To ensure that this Quality Policy is clearly communicated and understood by our stakeholders.

That our leadership style, through all levels of management, will be in accordance with our values.

That our people are encouraged to act in accordance with our values. We value our staff’s knowledge and experience, recognise their contribution and seek to develop their skills by providing an environment in which they can attain their full potential.

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

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

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

Reviewed By: Steve Trew in January 2023

Position: Managing Director

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

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