



## Quality Policy Statement

Regular Cleaning is certified to ISO 9001, this certification is applicable to all activities at our Service Support Centre and Client sites. The policy is applicable to all locations operated by Regular Cleaning Ltd. We will fulfil all of our compliance obligations; we will also conduct our business within the framework of a quality management system that meets the requirements of ISO 9001

Our Chair has ultimate responsibility for compliance and is responsible for ensuring that our quality management system is established and maintained, that it supports our business strategies, meets all stakeholder requirements and ultimately leads to continual improvement of the business.

Our quality management system is based upon the following principles:

We listen to our customers, develop an individual service based on their needs and seek to exceed their expectations of us, along with those of our other stakeholders.

We have established our vision for the company and clearly communicated it to our stakeholders. Our leadership style, through all levels of management, will be in accordance with our values.

Our colleagues 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 will develop strategic alliances with our service partners and work with them to deliver mutually beneficial improvements in performance.

We take a process approach to the way we work and view our business as a system of interconnected processes that combine to deliver our business objectives.

We will continually improve our business by establishing an environment that encourages increased efficiency and effectiveness in our products, services and business processes.

We will review this policy annually.

**Pauline Carrigan**

*Chair*

**2<sup>nd</sup> January 2025**