

## **Quality Policy**

Corpor@te Facilities Services Ltd (CFS) are an expert provider of integrated facility management solutions. CFS are a family run business, trading since 1997 and are experienced in supplying cleaning, security, car park management and general facilities management.

We are committed to providing a high quality service and to meet contractual and statutory requirements. We are committed to forging strong and long-lasting relationships with our clients with our management team maintaining a regular presence at all of our client sites, to ensure that quality levels remain high and services are improved and developed wherever possible.

CFS has implemented a documented quality management system and are committed to comply with all its requirements and to continually improve its effectiveness.

We are committed to seek to continually improve the quality of our services; we will always meet the specified requirements of our customers and seek to satisfy or exceed their expectations.

CFS have implemented systems that will set and review measurable quality objectives. The Directors will provide appropriate resources as required in order to enable the company to meet these objectives.

All staff are made aware of the aims and objectives of the Quality Management System and associated operating procedures, and are expected to adhere to its requirements. Staff are encouraged to review their working practices and suggest methods for improvement, where appropriate. Service performance is monitored with monthly service reports, client and staff surveys.

This Policy is issued and explained to all employees; it is available on our website and is displayed in our office and reviewed annually.

Signed:

A handwritten signature in blue ink, appearing to be 'Jack Martin', written over a light blue horizontal line.

Name: Jack Martin

Position: Director

Date: 11.03.2021