



QUALITY POLICY

H&W aim to be leading provider of contract cleaning and associated services in the UK, offering professional cleaning services and facilities management services.

We are committed to defining our position in the marketplace and understanding how certain issues may influence our strategic direction. We identify, monitor, and analyse our ability to satisfy our clients through meeting our KPIs.

It is the policy of H&W to provide customers with a high-quality service and to meet contractual specifications and requirements.

Our quality objectives include:

- Clear management structure which supports managers and front-line staff to do their job with clear leadership.
- Control criteria such as competent personnel and inspection regimes. Outsourcing processes are controlled by contractual agreements.
- To comply with all relevant legislation and requirements of ISO 9001:2015.
- To review the effectiveness of our Quality Management System on a regular basis.
- Reviews and improves the characteristics of its services and the effectiveness of its processes.
- Providing customers with options regarding their cleaning arrangements, with local agreements documented and monitored on a regular basis by our Contracts Managers.
- To continually improve our services and processes to enhance customer satisfaction.
- To communicate these objectives to our employees, contractors, and suppliers.
- Sets objectives at the corporate level, at the level of parts, processes, and services. These objectives evaluated for their achievement from the manager of company.
- Invests in continuous training, information, and training of its staff, in order to promote the quality in each activity.

The Quality Management System has the full support of the Management and, together with the supporting Quality Assurance Procedures ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that all staff adhere to the documented procedures in order to achieve a consistent approach to Quality Assurance.

Policy Approved by:

A handwritten signature in blue ink, appearing to read 'Tom Marriott'.

Tom Marriott - Operations Director

Review date: 21.05.2025