

### **PRINCIPLE**

Quality of service is an integral part of the philosophy of the Shareholders and Directors of the Group.

The Group is committed to the provision of quality services that are reinforced by the principle of continuous improvement. This includes providing adequate financial and physical resources to ensure the Quality Management System (QMS) is adequate and effective. The Group is committed to the continual improvement of the QMS. CSG are ISO 9001:2015 certified.

### **ORGANISATION**

The QMS is contained within the Group's Integrated Management System (IMS) which is available on the Group's intranet - Sharepoint. Each Group location may have its own Site Service Manual which typically contains documents unique to that location as well as Groupwide documents.

Top Management and all employees are committed to both the achievement and maintenance of quality services and to satisfying all applicable requirements through ownership of the IMS.

Responsibility for the introduction, maintenance and review of processes set out in the IMS rests with appropriate Managers, who retain ownership of matters under their control.

All employees have a collective responsibility for the quality of service provided to Customers. CSG are committed to working with our suppliers and customers to establish and maintain the highest quality standards.

### **MONITORING**

Customer satisfaction and continuous improvement of services to our customers is approached in a number of ways. Performance Feedback is sought through a number of avenues and methods exist for improvement suggestions, trials and assessment of ideas.

Internal audits are carried out and coordinated through the Integrated Audit Group which meets on a bimonthly basis. Results of audits are discussed together with root cause analysis and activities are formally minuted.

The Group has a clearly defined method of setting QMS objectives. The achievement of these objectives is reviewed annually by Top Management, with follow-on action being scheduled as necessary. Objectives are communicated through a variety of channels: Group Newsletters, Communications Meetings, various reports and display on Notice Boards.

This policy is documented and approved by the Managing Director. It is implemented, maintained by periodic review and communicated to all employees.

This Policy has been authorised by:



Neil Richards,  
Managing Director, Cleansing Service Group Ltd

**The Group consists of Cleansing Service Group Ltd. and its Subsidiary Companies**

*The controlled version of this document is available only on Sharepoint*