

## QUALITY POLICY STATEMENT

Integra Cleaning Services Ltd provides professional commercial cleaning services throughout London and the South East. The Company is committed to maintaining first-rate quality in its provision of products and services, commensurate with the requirements as defined in the client's specification. The Company aims to provide defect free goods and services to its clients on time and within budget.

Integra Cleaning Services Ltd operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification, including aspects specific to the provision of cleaning and support services.

It is the policy of the Company to implement and enforce the quality assurance procedures and policies as defined in the Quality Manual. This carries the Managing Directors unqualified support and it is a mandatory requirement that all employees comply with the policies and procedures as communicated in the Quality Manual.

The Company has a continuing commitment to identifying key issues relating to Quality Assurance by way of the following:

1. Ensure that customers' needs and expectations are determined and fulfilled to a standard of excellence which fully satisfies their requirements.
2. Communicate throughout the Company the importance of meeting customer needs and all statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives to maintain full compliance with ISO standards.
4. Conduct periodic Management Reviews on the effectiveness and implementation of the Quality Management System in accordance with the annual ISO audit.
5. Monitor processes that will lead to continual improvements; to recognise and prevent non-conformance issues.
6. Ensuring the availability of resources.

When any service is subcontracted out, the Company will assume responsibility of vetting and ensuring all subcontractors are qualified and competent in accordance with accepted industry standards.

The Company complies with all English and EU legislation and regulations specifically related to its business activities.

This Quality Policy is regularly reviewed to ensure its continuing suitability.



**Clive Ravenscroft**

Managing Director

[Integra Cleaning Services Ltd.](#)