

QUALITY POLICY

CHAMBERLAINE CLEANING SERVICES LTD
TERRY SULLIVAN



It is the policy of the company to maintain a quality management system developed and implemented throughout the business in order to meet the requirements of ISO 9001 and in pursuit of its primary objectives.

OUR COMMITMENT

As a minimum we shall:

- Pursue the highest standards throughout the business and strive to provide impeccable quality whilst meeting or exceeding requirements of customers, suppliers, industry standards, agreed specifications and legislative requirements.
- Take a pro-active approach thus providing an efficient and responsive service to all
- Assign adequate resources in order to maintain, and develop, our management systems
- Nurture a culture of problem prevention, whilst maintaining effective mechanisms for the assessment, identification, evaluation and management of standards
- Maintain our certification to the international standard ISO 9001
- Continue to develop positive, long-term relationships
- Making all employees aware of our Quality Policy

This policy and the obligations and responsibilities required by the quality management system have been communicated to all employees via training, email and company website. The policy is available to all interested parties on request and on the company webpage.

COSTUMER SERVICE

This is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

COMPLIANCE & QUALITY CONTROL

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit. We are committed to comply with all identified requirements including customer, legal and other requirements.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it. Quality control is achieved by a series of inspections and reports, daily inspections will be carried out by onsite supervisors, and monthly audits by area and site managers. Inspections are also carried out not only looking at the cleaning standards also to point out any hazards or unsafe practices. Advice is also given on improvements.

CONTINUAL IMPROVEMENT & COMPETENCE

We are committed to continually improving the effectiveness of the quality management system via a process of management reviews, objectives, targets, auditing and inspections regimes. Objectives & targets are set during the management review process with regular review undertaken as necessary.

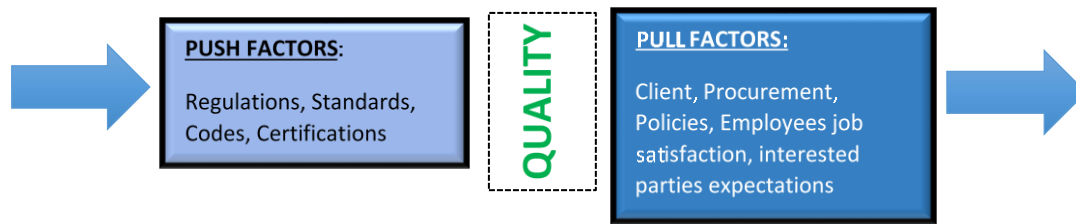
The company achieves employee engagement and continue quality improvement by assessing skills, competences, and knowledge effectively and improving those through a phase induction programme. Processes implemented are reviewed and improved through employee and top management involvement where adequate resources are allocated to support employees.

Chamberlaine Cleaning Services ensures only well qualified supervisors are appointed to each site. A full training programme is given and kept in their records at head office. Supervisors are responsible for day to day running of the site; there is also a good communication with the clients. Inspections and audits are carried out by external consultants and HSEQ dept.

CHAMBERLAINE CLEANING SERVICES ACTIONS ON QUALITY

There are two main areas where different factors interact to lead and drive Quality in an organisation. Chamberlaine Cleaning Services recognise that Quality depends on "Push & Pull" factors. "Push" factors such as compliance with regulations, standards and codes that govern cleaning industry are as important as the "Pull" factors such as Client expectations, contract specifications and internal quality policies and standards.

Push & Pull factors



THE “PUSH” Origin	THE PULL ORIGIN
Quality levels set by regulations, COP’s, and standards	Clients expectations for quality products that will support service delivery
Independent certifications by accredited organisations to demonstrate quality assurance such as BSI and ISSA. (demonstrate compliance with quality standards)	Company policy, and quality related documents
Clients own set of standards. High expectations for quality and defect free service	Individual aspirations for quality products, equipment, resources, etc to satisfy employees and operatives. So they can deliver quality service and exceed clients expectations

CHAMBERLAINE CLEANING SERVICES FUNDAMENTALS FOR QUALITY ASSURANCE

We classify our actions into four domains:

- I. **Prevention:** Develop activities that ensure suitable and accurate first- time performance through leadership, training, communication, selection, validation, analysis, and continuous improvement. Ensuring effective procurement and management of suppliers and subcontractors across our supply chain.
- II. **Assurance:** Maintaining an effective validation and auditing process to ensure quality requirements are met from operative, management through suppliers and subcontractors (equipment, components, service, support, etc).
- III. **Remediation:** Remedial or corrective actions will result from Non-conformities, deficiencies, shortcomings, complaints, and failures to meet specifications and comply to requirements or expected standards. These failures causes delay, service disruption and rectification cost everyone money.
- IV. **Understanding implications:** Poor quality, delay in service and equipment failure are some of the reasons that can result in significant business disruptions and financial loss. Quality cost are both direct and indirect. Therefore, accountability is essential.

QUALITY ASSURANCE AND QUALITY CONTROL

Quality assurance and quality control are integral parts of Chamberlaine Cleaning Service quality management system.

Quality management is a holistic business approach that control all our inputs such as workforce skills, supply chain and service inspections.

- Quality assurance is the process of managing for quality.
- Quality control verifies the quality of output.

Whilst quality assurance is the responsibility of everyone involved in Chamberlaine’s service delivery from operatives to subcontractors and suppliers. Quality control will be the responsibility of HSEQ dept.

QUALITY MANAGEMENT SYSTEM AND SUPPORT

Each department and all employees at Chamberlaine are required to follow training, communication and instructions described in the quality management system and use this knowledge to improve Chamberlaine's quality assurance.

Top Management and HSEQ dept has full authority to stop practices, services and operations that do not comply with quality standards. Therefore, HSEQ Dept is committed to ensuring implementation of solutions to quality issues are coordinated and communicated to all different departments and interested parties.

QUALITY STATEMENT

Our clients must always have the reassurance that Chamberlaine's services will fully meet or exceed their expectations. Therefore products, equipment, and resources used for service delivery must meet and comply with E.U and UK standards for design, manufacture and performance.

This objective can only be achieved by pursuing a focused and systematic quality management system at all levels of the organization. From design of activities and operational functions through procurement of products, consumables, and equipment to finished product.

OBJECTIVES

- It is a fundamental objective that Chamberlaine Cleaning Service is identified as a company that fully understands customers' needs and delivers an exceptional high-quality service to specifications and within the agreed time framework
- We must be identified as a company that helps increase client's competitiveness through innovation, concept development, and quality of products and equipment.
- We endeavour to be perceived as the preferred Commercial Cleaning Company offering high level of competence, knowledge, skills, good business ethics and corporate governance.
- We require our subcontractors to have a proven and well-function quality management system and to adhere to our standards.

STRATEGIES

- Our quality policy applies to all our employees, suppliers, and subcontractors.
- Our quality management system meets the requirements of BSI-ISO 9001 and Cleaning Industry Management (CIMS) standard
- All employees at all levels are responsible for following the established procedures and for complying with this policy.
- We focus on educating, motivating, and involving our employees to better understand, promote and contribute to improved quality.
- We continuously endeavour to achieve the highest level of competence for our employees through training, information, analysis and validation of practices.
- The quality management system is reviewed and maintained to continuously improve internal processes at all levels of the organization.
- We focus on innovation and new technology to always enhance competitiveness.
- Subcontractors and suppliers performance will be monitored on an ongoing basis. Feedback on performance will be provided in writing, telephone or email to ensure quality targets are achieved.
- Should a subcontractor or supplier over a period of six months fail continually to deliver the high standards expected by Chamberlaine, the contract will be terminated permanently. (please refer to Four stages process for the management of subcontractor performance, table below)

SUBCONTRACTORS AND SUPPLIERS

All sub-contractors must be screened and selected as qualified through the Subcontractor and supplier questionnaire. The pre-qualification requirements include, but are not limited to:

- Review of H&S, Quality and Environmental policies
- Review of certificate of insurance and other additional insurance
- Review of certifications and standards such as (ISO 9001, 45001, 14001, 22301 etc)
- Policies & Due Diligence
- Training and communication
- Certificates of conformity
- Safe Contractor and other certifications

SUBCONTRACTOR PERFORMANCE

Any performance shortfalls and / or complaints identified will be resolved by the company.

HSEQ department will be made aware of any performance shortfall by the operational departments. This will trigger the review of the company's Supplier Monitoring & Review Document.

Should failures and unsatisfactory performance continue then the ("Four stages process for the management of subcontractors") will be initiated with the acknowledgement of the Managing Director at which point could result in termination of contract.

Any issues identified will be resolved promptly and efficiently to ensure minimal impact to service delivery.

The Company's Health & Safety and Environmental policies will operate alongside this policy, as necessary.

Performance monitoring of subcontractors enables the Company to make continuous improvements to its service delivery and driving its quality objectives. The Company holds a Quality, Environment, Safety and Business Continuity Manual, Subcontractor Questionnaire and a separate Supplier Monitoring & Review Document.

INADEQUATE PERFORMANCE - IMPROVING AND MONITORING OF REMEDIAL ACTIONS

When suppliers or subcontractor's unsatisfactory performance / service has been identified , early contact will be made and an action plans(s) will be put in place depending on the nature of the shortcoming or deficiency.

The action plan(s) will be agreed with the Subcontractor and this will contain realistic and measurable outcomes with a specific timescale for each required action. While an action plan can effectively be imposed upon a contractor using a remedial notice all reasonable efforts will be made to achieve a jointly agreed action plan and time scale.

Once an action plan has been agreed (or imposed) HSEQ dept will follow this up through the Supplier Monitoring & Review Document at required intervals to ensure compliance.

Four stages process for the management of subcontractor performance

STAGE	INCIDENT	ACTION BY CHAMBERLAINE
1	First performance incident	Top Management or HSEQ dept will contact the subcontractor to discuss and highlight the deficiencies and issues. Contractors will be asked to reappraise protocols and guidelines as appropriate. An email to confirm in writing that a remedial actions required will be sent.
2	Second performance incident	Top Management with the help of HSEQ dept will arrange a meeting with the subcontractor for a discussion session followed by site visits (as required). Sub-Contractor to confirm in writing that any remedial action required will be taken and provide evidence of such within 2 weeks.
3	Third performance concern in 6 month period	Top Management with the help of HSEQ dept will arrange a meeting with the subcontractor for a discussion session follow by site visits (as required) peer members such as site and Area managers will attend this meeting. Sub-Contractor to confirm in writing that any remedial action required will be taken and provide evidence of such within 2 weeks. If competence cannot be demonstrated after 4 weeks of receiving remedial action. Move to stage 4
4	Fourth performance concern in 6 month period	Contract termination Letter issued. Subcontractor / Supplier removed permanently from Supplier Monitoring & Review Document

APPROVAL & REVIEW

A review of all policies is undertaken on a continual basis to ensure that each policy remains suitable and appropriate to our organisation. Internal planned reviews also take place and where no changes are required, the policy will not need to be re-issued/updated. The review and approval are demonstrated by the signature as below as the authorised representative:



Terry Sullivan
C.E.O