

INTEGRATED MANAGEMENT SYSTEM POLICY

Total Care Cleaning Ltd

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Approved By: Byron Phillips-Noble – Director

IMS Lead: Jack Lambourne – Supervisor

Review Period: Annual or upon significant change

1. Policy Statement

Total Care Cleaning Ltd operates an Integrated Management System (IMS) designed to ensure the consistent delivery of high-quality cleaning services, the protection of the environment, and the prevention of injury and ill health arising from our activities.

The IMS integrates the requirements of:

- ISO 9001 – Quality Management Systems
- ISO 14001 – Environmental Management Systems
- ISO 45001 – Occupational Health & Safety Management Systems

Senior Management is fully committed to leadership, accountability, and continual improvement across all aspects of our operations.

2. Scope of the IMS

The Integrated Management System applies to:

- Commercial cleaning services
 - Builders and sparkle cleans
 - School and university cleaning services
 - Window cleaning
 - Specialist cleaning activities
 - All employees, subcontractors and persons working on behalf of Total Care Cleaning Ltd
 - All client premises and operational locations
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3. Leadership & Accountability

Senior Management shall:

- Establish and maintain the IMS framework
- Define roles, responsibilities and authorities
- Ensure adequate resources are provided
- Promote a positive quality, safety and environmental culture
- Communicate the importance of effective management and compliance
- Support consultation and participation of workers

The Director retains ultimate accountability for the effectiveness of the IMS.

4. Quality Commitment (ISO 9001)

Total Care Cleaning Ltd is committed to:

- Delivering cleaning services that meet contractual and statutory requirements
- Ensuring customer satisfaction through structured supervision and audits
- Monitoring service performance using KPIs and inspection records
- Managing non-conformities and implementing corrective actions
- Maintaining documented procedures and controlled records
- Continually improving operational efficiency and service consistency

We aim to build long-term client relationships based on reliability, professionalism and measurable performance.

5. Environmental Commitment (ISO 14001)

We recognise our responsibility to minimise environmental impact. We commit to:

- Identifying and controlling environmental aspects of our activities
- Reducing chemical usage through controlled dilution systems
- Minimising waste and promoting recycling
- Preventing pollution and environmental incidents
- Reducing fuel consumption and carbon emissions

- Promoting sustainable procurement practices
- Encouraging paperless systems and digital reporting

Environmental objectives are reviewed annually and monitored through measurable targets.

6. Health & Safety Commitment (ISO 45001)

We are committed to preventing work-related injury and ill health through:

- Risk assessments for all cleaning activities
- Safe systems of work and RAMS
- COSHH assessments and chemical control
- Lone working procedures
- Manual handling controls
- Work at height safety measures
- Provision of suitable PPE
- Competent supervision
- Incident reporting and investigation

We consult with employees regarding health and safety matters and ensure they are competent, trained and aware of hazards relevant to their roles.

7. Legal & Other Requirements

Total Care Cleaning Ltd shall:

- Identify and maintain access to applicable legal and regulatory requirements
 - Evaluate compliance periodically
 - Ensure contractual obligations are met
 - Maintain up-to-date registers of legislation relevant to quality, environment and occupational health & safety
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8. Risk-Based Thinking

The organisation applies risk-based thinking across all processes by:

- Identifying business, operational, environmental and safety risks
- Assessing likelihood and severity
- Implementing proportionate controls
- Reviewing effectiveness during Management Review

Opportunities for improvement are actively pursued.

9. Competence & Training

We ensure that:

- Employees are appropriately trained and competent
 - Inductions are completed prior to site deployment
 - Specialist tasks are only undertaken by trained personnel
 - Training records are maintained
 - Refresher training is scheduled and monitored
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10. Communication

We are committed to transparent communication with:

- Clients
- Employees
- Contractors
- Regulatory bodies

IMS documentation is controlled and accessible where required.

11. Emergency Preparedness

We maintain procedures for:

- Fire
- Chemical spillages
- Accidents and medical emergencies
- Environmental incidents

Emergency arrangements are communicated to employees and reviewed periodically.

12. Continual Improvement

The effectiveness of the IMS is maintained through:

- Internal audits
- Site inspections
- Management review meetings
- Corrective and preventive actions
- Monitoring of objectives and KPIs

We are committed to continual improvement of quality performance, environmental performance, and occupational health & safety performance.

13. Policy Review

This policy is reviewed annually, or sooner if significant organisational or legislative changes occur.

Signed:

Byron Phillips-Noble
Director
Total Care Cleaning Ltd

Date:11/02/2026