

QUALITY, DIVERSITY & INCLUSION IN SERVICE DELIVERY POLICY

Document Ref: TCC-IMS-POL-005

Version: 1.0

Policy Statement

Total Care Cleaning Ltd is committed to delivering services that are consistent, respectful and inclusive to all clients and building users.

Service quality must be delivered without bias or discrimination.

Commitments

We will:

- Deliver services consistently across all sites
 - Treat all clients and building users equally
 - Provide staff training on inclusive behaviour
 - Respond promptly to complaints related to discrimination
 - Ensure communication is clear and professional
-

Signed,

Byron Phillips-Noble

Director

Byron Phillips-noble

17/02/26