

QUALITY POLICY

ISO 9001:2015 – Clause 5.2

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Approved By: Byron Phillips-Noble – Director

IMS Lead: Jack Lambourne – Supervisor

Review Frequency: Annual or upon significant change

1. Policy Statement

Total Care Cleaning Ltd is committed to delivering reliable, consistent and measurable cleaning services that meet contractual, statutory and regulatory requirements.

Our Quality Management System (QMS), aligned with ISO 9001:2015, provides a structured framework to ensure controlled service delivery, effective supervision, risk-based planning and continual improvement across all business operations.

Quality is not inspected in at the end of a contract — it is built into our planning, training, supervision and performance review processes.

2. Scope of the Quality Management System

The QMS applies to:

- Commercial cleaning services
 - Builders and sparkle cleans
 - Specialist cleaning services
 - Window cleaning
 - Site supervision and audit activities
 - Procurement and supplier control
 - Contract mobilisation and demobilisation
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3. Leadership & Commitment

Senior Management shall:

- Demonstrate leadership and accountability for the effectiveness of the QMS
- Ensure quality objectives are established and measurable

- Allocate adequate resources for operational control and supervision
 - Promote a culture of professionalism, accountability and continuous improvement
 - Ensure quality risks and opportunities are identified and addressed
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4. Customer Focus

We are committed to enhancing customer satisfaction by:

- Understanding client requirements at contract inception
 - Clearly defining service specifications and KPIs
 - Conducting regular cleaning audits and performance reviews
 - Recording and investigating complaints or non-conformities
 - Implementing corrective and preventive actions
 - Seeking client feedback and acting upon it
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5. Operational Control

We maintain quality through:

- Controlled work instructions and site-specific schedules
 - Competency-based staff deployment
 - Structured supervision and audit programmes
 - Asset management and equipment maintenance
 - Supplier approval and verification procedures
 - Document control and version management
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6. Risk-Based Thinking

We apply risk-based thinking by:

- Identifying operational risks during contract mobilisation
- Assessing potential service failures
- Implementing preventative controls

- Reviewing performance trends
 - Escalating issues through corrective action processes
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7. Monitoring & Improvement

The effectiveness of the QMS is evaluated through:

- Internal audits
- Cleaning inspection reports
- Non-conformity registers
- KPI monitoring
- Management review meetings
- Trend analysis of incidents and complaints

We are committed to continual improvement of service delivery and organisational effectiveness.

Signed,

Byron Phillips-Noble

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Director

17/02/26