

Quality Policy Statement

Ecoserv Group (the 'Organisation') aims to provide defect free services to its customers on time and within budget. The Organisation operates a Quality Management System that has gained BS EN ISO 9001 - 2008 certification, including aspects specific to the franchised cleaning industry.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements.
- Establish the Quality Policy and its objectives.
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual. All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality Manual.

In addition to all English and EU legislation and regulations, the Organisation complies with all legislation specifically related to the supply of franchised cleaning services.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

A handwritten signature in black ink, appearing to be 'Jean-Henri Beukes'.

Jean-Henri Beukes
Chief Executive Officer
5th January 2021

