



## Quality Management Policy

Enviro Group is committed to delivering cleaning and facilities services to a high standard, meeting customer requirements, and continually improving the quality of our work.

We aim to provide services that are reliable, professional, safe, and consistent. We recognise that quality is achieved through good planning, clear communication, competent staff, effective supervision, and regular review of our performance.

This policy applies to all employees, managers, directors, subcontractors, suppliers, and anyone working for or on behalf of Enviro Group.

Enviro Group is committed to:

- understanding and meeting customer requirements
- delivering services consistently and to the agreed standard
- complying with applicable legal, regulatory, and contractual requirements
- using trained and competent staff
- maintaining clear procedures and good working practices
- monitoring service quality and responding to feedback
- investigating complaints and taking corrective action where needed
- reviewing our performance and identifying opportunities for improvement

ISO identifies customer focus and continual improvement as central quality management principles, alongside leadership, process approach, evidence-based decisions, and managing relationships effectively.

All staff are responsible for carrying out their work properly, following company procedures, and reporting any quality issues or concerns promptly. Managers are responsible for setting standards, checking performance, supporting staff, and making sure problems are addressed quickly and effectively.

Enviro Group will monitor the quality of its services through inspections, feedback, supervision, and review of complaints or issues. Where improvements are needed, we will take appropriate action to improve our service and prevent problems from happening again.

This policy will be reviewed regularly to ensure it remains suitable, effective, and aligned with the needs of the business and our customers.

**Approved by:** \_\_James Lyons\_\_\_\_\_

**Position:** \_\_Operations Manager\_\_\_\_\_

**Date:** \_\_01.03.26\_\_\_\_\_

**Review date:** \_\_01.03.27\_\_\_\_\_