

Reference	M4F POL 26
Version	1.0
Issue Date	23/09/2020
Approved	MD

## QUALITY POLICY

It is the policy of the Company to always meet or exceed agreed client requirements and to strive to enhance (increase) client satisfaction on an on going basis for all services provided. These services are referenced in our documented Standard Operating Procedure (SOPS) and by our Quality System Approval to ISO 9001: 2015

Furthermore, it is the intention of our organisation to conform to all applicable elements of BS EN ISO 9001: 2015 Standard Operating Procedure Requirements.

Our documented system is therefore written to ensure that our personnel conform to these particular requirements, in addition to all other applicable Industry Codes of Practice and Legal, Statutory and Regulatory requirements appropriate to our range of services.

The Company's Executive Management Team is committed to this Policy and to the Continual Improvement of the effectiveness of our processes and the overall Quality Management System. This commitment is demonstrated through the following on going activities:

Communicating to everyone in the Company the importance of meeting the agreed client as well as applicable statutory and regulatory requirements.

Establishing and communicating this Policy Statement to all personnel and ensuring that it is understood;

Ensuring the Company Quality Objectives is established and is met.

Conducting management review to determine the effectiveness of our overall SOPS, and to bring about improvements where necessary.

on behalf of M4 Facilities Management Limited:



Issue Date: 25/09/2022 Review Date: 24/09/2023