



Quality Policy

The organisation provides professional cleaning services — including General Office Cleaning, Window Cleaning, Carpet Cleaning, Floor Cleaning, Builders Cleans, Sparkle Cleans, Deep Cleans, Kitchen Cleaning and Jet Washing — throughout the United Kingdom (excluding the Republic of Ireland).

We recognise that consistently high-quality service delivery requires an effective Quality Management System supported by clear communication, controlled processes, competent personnel and accurate, accountable records. Our commitment is to meet, and where possible exceed, the specified requirements and reasonable expectations of our customers.

The organisation conducts its operations through a formalised and integrated management system aligned with the requirements of ISO 9001:2015. We are committed to continual improvement, ensuring that our processes, performance and customer satisfaction levels are regularly monitored, evaluated and enhanced.

This policy provides the framework for establishing, monitoring and reviewing quality objectives and supports the company's strategic direction through the identification and management of risks and opportunities relevant to our services. The effectiveness of our Quality Management System is monitored through Oscar Compliance, Customer Reviews, performance monitoring and Management Reviews, enabling us to evaluate customer satisfaction, identify areas for improvement, address non-conformities and implement actions to support continual improvement.

We commit to complying with all applicable legal, regulatory and contractual requirements, including those relating to health and safety, environmental responsibilities and the safe use of chemicals and equipment.

All employees are required to understand, implement and uphold the organisation's policies and procedures. Staff competence, training and engagement are essential to achieving our quality standards, and every member of the organisation is responsible for promoting these aims in their daily work.

This policy is communicated internally, made available to interested parties, and reviewed at planned intervals — including during Management Review — to ensure its continuing suitability, adequacy and effectiveness.

This policy is available to all interested parties upon request.

Signed

John Vavitsas
Chief Executive Officer
13th August 2026