

QUALITY POLICY STATEMENT

Ref: QP101 (July 2020)

Capitol Floor & Hygiene Maintenance Ltd is a professional commercial cleaning service provider. Capitol is committed to maintaining the very highest quality of standards when offering its service and products to meet the requirements as agreed with the client. Capitol aim to provide a hassle free and smooth running service with excellent standards.

Capitol Floor & Hygiene Maintenance Ltd operates a Quality Management System through its company to ensure that the required levels of standards are being met.

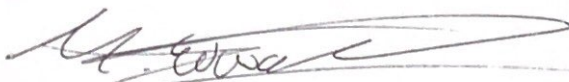
It is the policy of Capitol to implement and ensure the quality assurance policies and procedures as described in the quality control handbook. This is backed by our Director's and Manager's full support and is a mandatory requirement that all members of staff at Capitol must comply with the quality policy handbook.

Capitol will continue to try and better its quality control where possible and identify issues that may arise relating to:-

1. Customer needs and expectations are met to the exceptional standards set out by Capitol's management team and directors.
2. Convey throughout the company the importance of meeting and maintaining the requirements of our customers and ensuring all employees at Capitol understand the procedures in place under the terms of the quality policy handbook/QMS system. Capitol will ensure that all resources are available to implement our Policy.
3. Improving staff communications and systems by switching to digital methods.
4. Securing certification for ISO 9001 against our Quality Management System.
5. Continual improvement of our QMS system with periodic reviews. Continue to obtain and renew our current accreditations/certifications.

Where a service may be subcontracted out, Capitol will take the responsibility of ensuring all sub-contractors are qualified and comply in accordance with industry standards.

Capitol Floor & Hygiene Maintenance Ltd complies with all English and EU legislation and regulations that are related to its business activities.



Mason Edwards

Director - Capitol Floor & Hygiene Maintenance Ltd