

### 1 Our Policy

Spotless Cleaning Ltd. supplies cleaning services to a wide variety of organisations.

We have set ourselves the aim of providing these to a very high professional standard through the following:

- Meeting our regulatory requirements
- Monitoring how our customers view our services
- Meeting or exceeding our customer's requirements
- Identifying performance targets to continually improve the business
- Providing the physical resources needed to achieve our targets
- Continual professional development of our personnel

This includes maintaining UKAS accredited certification to ISO 9001:2015 with the scope of; 'The provision of commercial and domestic cleaning services with the exclusion of clause 8.3 – Design'.


Jon and Magda Lamming

Two handwritten signatures in black ink, one on the left and one on the right, representing the directors.

Directors

28<sup>th</sup> February 2017

### Document History

Written by	Date	Release	Status	Approved by	History
ML and JL	04/10/2016	1	Approved		First release
ML and JL	28/02/2017	2	Approved	