

Quality Management Policy

Excellerate Services UK, through its Senior Leadership Team, is committed to providing an excellent and consistent service with continual improvement in its customer service experience with the ultimate objective of measured quality management in all the buildings we deliver our services.

Through this policy it is the intent of Excellerate Services UK to comply with the principles of ISO 9001 as a minimum and Excellerate Services UK will continue adopting best quality management practices within the sectors in which we operate.

Excellerate Services UK recognises that to achieve the above objectives, it is essential that all employees are committed to a systematic and proactive approach founded on quality training, defined quality control measures and continually measured processes and procedures.

All members of staff are expected to carry out their duties in line with their training to ensure that consistent Quality output created by their own and other colleagues' activities are maintained to a high standard. All members of staff must actively support the implementation of this Policy.

In implementing this Policy, it is the commitment of the Senior Leadership Team to provide:

- Commitment to lead industry requirements through innovation and collaboration to continually improve whilst maintaining customer focus.
- Generate trustworthy client relations and taking pride on delivering continued performance, reliability, service and delivery to specification on client's KPI's.
- Continued ISO 9001 certification.
- Procure eco-friendly cleaning solutions, products, machinery and consumables that are so far as reasonably practicable, provide consistent results.
- Open and inclusive feedback from staff on ways of improving quality control on tasks undertaken.
- Continuous and measurement feedback from our clients on our delivery.
- Recognition and championing staff who provide excellent quality of work across the organisation.
- To remain compliant with legal, moral and financial requirements by eliminating/minimising risks to all staff and other interested parties.
- Improve scope for new opportunities via collaborative partnerships, new business, existing contract retention and potential acquisitions.
- The Quality Management System is communicated and understood by all members of the Company.
- Committed to communicating with, and the suitable training of, all employees to deliver service excellence throughout the organisation

This Policy statement and the processes which underpin it will be regularly reviewed to ensure the objectives of this Policy are being met on a day-to-day basis within the organisation.

Signed on behalf of Excellerate Services UK Ltd



J Venter, Group CEO UK and Ireland

Date: December 2023