

## Quality Policy

Indepth Hygiene's quality policy is to achieve sustained, profitable growth by providing services, which consistently meet or exceed the needs and expectations of its clients.

Senior Management of the company are committed to complying with the requirements of the ISO9001:2015 Quality Management System and to continually improve the effectiveness of this system.

This level of quality is achieved through the adoption of a system of procedures that reflect the competence of the Company to existing clients, potential clients, and independent auditing authorities.

Achievement of this policy involves all employees, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

This policy is communicated and explained to each employee by their Line Manager or the HR Director and should be implemented by all employees in the organisation.

Every employee is required to be aware of and work to the requirements of the Quality Manual and Procedures.

It should be understood, however, that where standards of quality are not formally defined, including areas outside the scope of the manual, a level of workmanship consistent with the Company's objectives for high quality shall be maintained.

To achieve and maintain the required level of assurance the Managing Director, Finance & HR Director and Operations Manager retain responsibility for the Quality System with routine operation controlled by the Quality Manager.

Every employee is encouraged to contribute proposals that will assist in the improvement process.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with ISO9001:2015.
- b) To achieve and maintain a level of quality which enhances the Company's reputation with clients.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavour, at all times, to maximise client satisfaction with the services provided by Indepth Hygiene Services Ltd.

The objectives will be continually reviewed by senior management to ensure we are meeting existing objectives and to identify any additional objectives.

The policy will be reviewed annually by senior management to ensure its continuing suitability.



**R M Norman – Managing Director**  
**October 2021**