

QUALITY POLICY

It is the policy of Canopy Cleaning Services Ltd to provide Ventilation Hygiene, including Fire Risk Management of Grease Accumulation within Kitchen Extraction Systems and Fire Damper Testing and associated hygiene services, that are reliable and efficient and to the highest possible standards of cost, quality and safety. The Directors of Canopy Cleaning Services Ltd are committed to continual improvement, whilst conforming to the company's long-term objectives, client requirements, requisite industry codes of practice and to the maintenance of client satisfaction at the highest economic level.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavor to produce work and offer a service that we can be proud of, we must recognize that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The Directors of Canopy Cleaning Services Ltd are committed to maintaining and retaining the Quality award ISO 9001:2015.

To achieve this, the company operates a Business Management System, which includes measurable objectives that are reviewed on a regular basis.

Ultimate responsibility for the operation of this management system rests with the Directors.

The Management System ensures that the company can fulfill contractual obligations by;

- Ensuring that all activities that directly affect the quality of service are carried out under controlled conditions, including those activities carried out by approved subcontractors.
- Continuous monitoring and analysis of quality indicators, which provide the feedback to enable improvement against clients needs and expectations.
- Providing up to date instructions and training to all personnel together with the promotion of quality awareness.

The Directors through the management team ensure that this policy is communicated, understood and implemented at all levels in the company, and externally via our company website www.canopycleaningservices.com .

Dated: 20/12/2023