

## Quality Policy Statement

The management team of Westgrove Group incorporating Westgrove Cleaning Services Ltd and Westgrove Support Services Ltd and all its employees are committed to the quality of our service and stated quality objectives.

We will strive to be a leading company in the provision of cleaning services, manned guarding services and hard FM services.

We will maintain an Integrated Management System manual to meet the requirements of BS EN ISO 9001:2015, and all other customer, statutory and regulatory requirements, including those of their accompanying agencies, which will be communicated to and understood by all our employees through induction training, newsletters and assignment instructions.

We will continuously try to improve the level of customer satisfaction.

We will develop and promote a culture of continuing improvement of our service and IMS.

We will maintain a profitable operation to establish our competitive position in the market and reward our shareholders.

We will meet the needs and expectations of all our stakeholders.

The performance of the IMS and our quality objectives will be reviewed to ensure their effectiveness and continued suitability at the monthly business meetings.

Signed: 

Date signed: 13 March 2021

Name: Simon Whittle

Position: Joint Chairman