



Quality Management Policy

Hartland Group Ltd is committed to consistently delivering services that conform to the specified requirements of its *customers, company policies, and applicable regulatory bodies*.

Hartland Group Ltd operates a **Quality Management System (QMS)** accredited to **ISO 9001**, ensuring excellence in the provision of contract cleaning services.

Management Commitments:

1. Establish and maintain the QMS, its policies, procedures, and objectives.
2. Develop and continually improve the effectiveness of the QMS.
3. Identify and fulfil customer needs and expectations to achieve customer satisfaction.
4. Enhance customer satisfaction through service excellence.
5. Communicate the importance of meeting customer needs and all relevant statutory and regulatory requirements throughout the company.
6. Conduct management reviews to set and review quality objectives.
7. Utilize internal audit results to monitor and measure the effectiveness of the QMS.
8. Ensure supplier support and compliance in meeting quality objectives.
9. Ensure the availability of resources to maintain and enhance quality standards.

The structure of the Quality Management System is outlined in the Quality Procedures Manual. All personnel are expected to understand and comply with this Quality Policy and adhere to the Quality Procedures Manual.

Commitment to Continuous Improvement:

1. Hartland Group Ltd complies with all relevant statutory and regulatory requirements.
2. The company monitors quality performance and implements improvements where necessary.
3. This Quality Policy is regularly reviewed to ensure its ongoing suitability and effectiveness.
4. Copies of the Quality Policy are made available to all employees.
5. Summaries of management review minutes or relevant extracts are shared with employees based on their roles and responsibilities, ensuring effective communication of QMS performance and improvements.

Name Roderick Brobbey

Role Director

Date 30/01/2025

Signed 