

REGENT CLEANING

QUALITY POLICY

The Directors of Regent Cleaning are committed to providing the highest possible level of service in satisfying the requirements of our clients, and have implemented a Quality Management System which satisfies the requirements of ISO9001:2008.

The management and all who work at Regent Cleaning continually and constantly strive for:

"QUALITY AND EXCELLENCE"

We shall satisfy our clients' contractual requirements and try to:

"GET IT RIGHT FIRST TIME, EVERY TIME"

We will invariably serve our clients in a:

"RESPONSIVE AND PROFESSIONAL MANNER"

In response to changing circumstances we will continually:

"ADAPT AND IMPROVE"

Our ISO9001:2008 management system ensures that:

- ◆ Our clients' needs are fully understood and made known to all our staff.
- ◆ Adequate facilities and skills are provided to fulfil customers' needs.
- ◆ We provide appropriate training for our staff and others working on our behalf
- ◆ Quality objectives are set which are consistent with the overall policies of the company.
- ◆ Progress towards the quality objectives is monitored.
- ◆ The quality policy, quality objectives and the management system are reviewed and updated regularly to take account of changing circumstances and client's needs.

Date: 18th May 2009.



John Lubbell

Joint Managing Director

QUALITY POLICY

We have an objective quality assurance system to ISO9001 standards. This can be adapted to fit in with the specific requirements of the **Agco**.

We have been assessed and registered, by NQA (National Quality Assurance Ltd) against the provisions of BS EN ISO 9001:2000 (copy enclosed).

It is important that we take as much of the subjectivity out of assessing the cleaning as possible. To this end it is important that objective benchmarks are agreed as early as possible in the contract.

An example of our quality audit form is enclosed. One side is an internal audit form to be used by the site manager/supervisor and the contract manager when visiting site. We would expect quality audits (SLI) to be carried out monthly (as a minimum). The other side of the form is to be completed by the **Agco** representative at a formal monthly meeting or more frequently if required.

Copies of completed audit forms are kept at the location and at the local branch office and are available for inspection by request. They are reviewed by the Regional and Contract Managers and by a Director of the Company.

From these audit and customer feed back forms, we would compile reports that would monitor output and delivery trends. This would supply both **Regent** and the **Agco** with service intelligence on which to plan future resources. This may include reassessment of resources, refresher / new skills training, introduction of new methods / equipment / materials.

A link is maintained at senior level through regular liaison meetings with the Contract Manager and your nominated representative. This means that any additional or varying customer requirements can be quickly and effectively dealt with. During these meetings completed inspection forms will be available for discussion and Service Level Indicator Forms will be available for discussion.