



## Quality Assurance Policy

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### 1.0 Introduction

Our company Quality Assurance Policy is the responsibility of every person we employ. This means every person in every facility we clean is involved in quality inspections:

- Quality Assurance Systems
- Office Cleaning Quality

Goldcrest Cleaning's Assurance System has been developed to conform to accredited standards. Elements included in our quality management system are:

- Risk and Hazard Assessment
- Occupational Health & Safety
- Environmental Management
- Human Resource Management

### 2.0 Quality Assurance Systems

Goldcrest Cleaning's commitment is to achieve sustainable and improved outcomes by establishing with our clients measurable Key Performance Indicators (used to track contract management and compliance) and ensuring effective monitoring, action and review of performance standards.

Area Managers will ensure that all specified work requirements, work programs (periodic works), staff training and competence requirements are completed to the client's satisfaction.

The Cleaners are the people who have all the answers to your cleaning needs. The cleaner is trained to deal with the worst unhygienic conditions and provides rejuvenated and clean working environment for good health of employees, visitors and pupils.

Quality Control Inspections, Management of Quality Assurance System and Service Reviews will be undertaken on both regular scheduled and unscheduled spot checks to ensure compliance with the scope of works.

The KPIs we use for our contract management include:

#### **Compliance:**

- Performance against contract

#### **Safety:**

- Lost Time injuries
- Medical Treatment Injuries
- Record of Incidents
- Safety Audits

#### **Customer Service:**

- Customer Satisfaction survey results
- Number of complaints from Customers
- Time to rectify faults
- Regular formal Client meetings



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We have an agreed program of contact with our Customers – from our daily on-site contact, through to regular agenda-driven meetings with our operational managers ensuring that senior management stay in touch with our performance.

At every site, Goldcrest Cleaning Limited has introduced a "Cleaners Communication Book". This works as a two-way "conversation" between our staff and the client.

Usually located at the Client's reception area, the book records events that may need to be attended to. From a client's perspective, these may be special cleans (e.g. after an office party), or other matters that should be attended to.

Goldcrest Cleaning Limited may report matters such as building issues (e.g. non-working lights or minor faults), or the need for more materials.

We look at the book every visit, and it becomes second nature to our clients. Cleaner Communication Books are a remarkably simple, yet very effective way of ensuring client satisfaction. We have a process for escalating incidents to the appropriate level of action and rectification.

We ensure a prompt response – quick action, instilling confidence the matter has been resolved to your satisfaction.

Should an emergency situation arise, contingency plans will be developed for each area.

Large teams of employees and subcontractors are available to perform emergency breakdown and/or clean up operations at short notice.

### 3.0 Continuous Improvement

'Continuous Improvement' is the consistent achievement of targeted gains in quality, costs and reliability to meet client needs better than our competitors. Appropriately skilled and motivated people achieve this through:

- Rigorous analysis and planning;
- Supportive and disciplined application of systems and processes;
- Shared understanding of the need and ability to do better;
- Clear personal accountabilities and commitment to serviced delivery
- Accepting that there may be better ways of doing things and that there is always room for improvement.

Goldcrest Cleaning has a commitment to 'Continuous Improvement' and to this end all employees are involved with this concept from their first induction session, subsequent training sessions reinforce this concept.

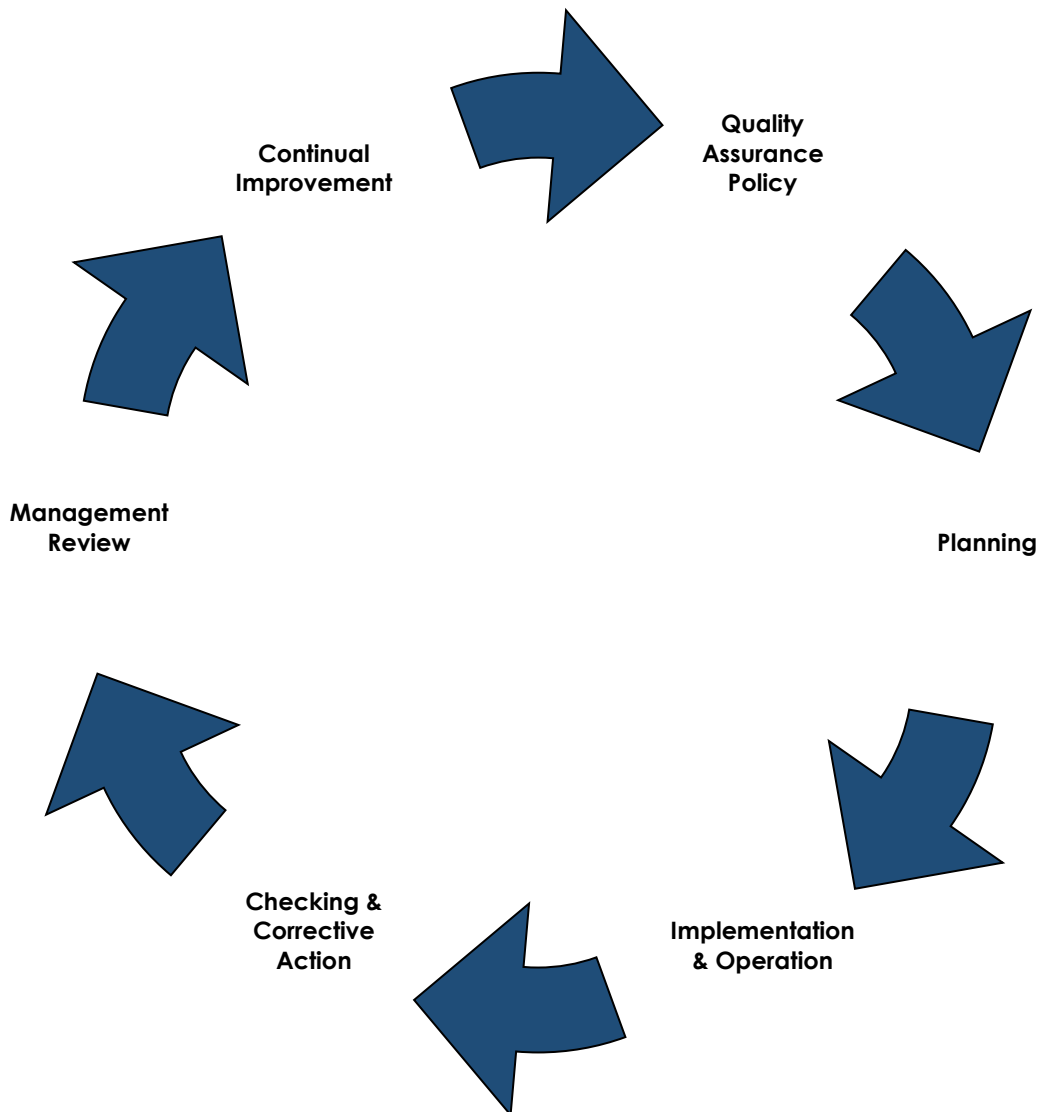
Goldcrest Cleaning has considerable experience at managing at an operational level, understanding the demands on Facilities Managers and their need for a supportive and reliable service.

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Within our scope of operation, nothing is too much for us. Our management team will respond to all emergencies quickly and effectively.

We train our cleaners to maintain a watchful eye over the general condition of your premises, our Area Managers visit sites regularly and will report back any issues found.





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### 4.0 Authorisation

The authority for this policy is vested in the Managing Director.

A handwritten signature in blue ink, appearing to read "Alan Jones", is written over a horizontal line.

**Alan Jones**  
**Managing Director**

### Document Control

A hard copy of this policy is kept at Head Office.