

B38 FACILITIES MANAGEMENT QUALITY POLICY

The Organisational Context of B38 FM has been used in the development of this policy by ensuring applicable external and internal factors have been considered along with the needs & expectations of interested parties that are relevant to the company's direction, continuous improvement and performance.

The company places high emphasis on continually improving its processes and FM services to exceed the requirements of customers as well as complying with relevant legal and regulatory obligations.

The company complies with legal and customer requirements and strives to continuously improve the performance, quality, and effectiveness of all processes to achieve high levels of customer satisfaction.

As a company we are committed to the following:

- Compliance with all legal, statutory and regulatory requirements related to our activities and services.
- Identifying quality improvement objectives by continuous review and audit of our processes.
- Formally setting objectives based on the results of the process audits and their impact on performance and the continual improvement of the integrated management system.
- Implementing management programmes and plans to achieve these objectives.
- Investing in a well-trained and motivated staff.
- Identifying and eliminating all forms of wastes that do not bring value to the customer.
- Working closely with our suppliers, contractors and customers to ensure mutual understanding, competitive advantage and benefit.
- Reviewing our policy and objectives as part of the management review process.
- Communicating this policy to all persons working for or on behalf of the organisation.

This Policy and the Organisational Context are live documents that are reviewed during Management Review to support the setting of objectives & targets to achieve the intended results of the Quality Management System.

The Directors and management team confirm their commitment and support, along with that of all employees, to compliance of this policy and the continual improvement of the integrated management system.

Signature:



Date: 4th April 2018

**John Quirk Managing Director
For and on behalf of B38 Facilities Management**