



Deeland Ltd trading as ServiceMaster

QUALITY POLICY
"Right First Time"

The Quality Policy of Deeland Limited T/A ServiceMaster is to determine, agree and conform to our Client's needs & expectations, whilst fulfilling the requirements of ISO 9001 and statutory law.

The Company recognises that, to be competitive and maintain good economic performance in the contract cleaning industry, we must implement and maintain management systems that continually improve the quality of our products & services as well as increase the satisfaction of our clients, employees, shareholders, suppliers and society at large.

A key objective of the Company is that the Management System provides:

- Confidence of our Clients that their requirements for quality and safety are being achieved in the delivered product or service.
- Confidence of our management and staff that the requirements for quality are being fulfilled and maintained, and that quality improvements take place.
- A framework for establishing and reviewing quality objectives.

We are conscious that the motivation of our employees and associates is dependent on their training and understanding of the tasks they are expected to perform. It is part of our on-going training programme that this policy is communicated and understood at appropriate levels in the Company.

The only way to achieve and maintain this policy is for every employee, in whatever capacity, to perform his or her work to the highest standards at all times.

The aim must be to:

GET IT RIGHT FIRST TIME AND STRIVE FOR CONTINUOUS IMPROVEMENT.

A handwritten signature in black ink, appearing to read "Nicholas Dee Shapland", written over a horizontal line.

5th May 2016

Nicholas Dee Shapland
Managing Director

Date