

General

Livingston Cleaning Services recognises that the consistent delivery of high-quality cleaning services is fundamental to our success, reputation and customer satisfaction. We are committed to meeting agreed customer requirements, applying consistent standards and continually improving the way we work.

Livingston Cleaning Services is not currently ISO 9001 certified. However, the Company seeks to operate its quality-management arrangements with reference to the principles of ISO 9001 and intends to consider formal certification when it is commercially appropriate to do so.

We will constantly strive:

- To provide a consistently high standard of service and meet the agreed requirements of each customer and contract.
- To establish appropriate quality objectives across the business and review them to support continual improvement and customer satisfaction.
- To monitor service delivery through management checks, site audits, customer feedback and other appropriate quality-control arrangements.
- To identify problems, complaints or service failures, investigate their causes and take proportionate corrective action to reduce the risk of recurrence.
- To be resourceful, practical and innovative in meeting customer needs and expectations.
- To remain open to new ideas and adapt our systems and working methods where improvements can be made.
- To communicate relevant quality objectives, standards and customer requirements to employees and subcontractors.
- To provide employees with appropriate information, instruction, training and supervision so they are competent to carry out their work to the required standard.
- To apply consistent standards throughout the business while recognising the particular requirements of individual customer sites.
- To use suitable products, equipment and working methods and to maintain them appropriately.
- To work constructively with customers, employees, suppliers and subcontractors to improve service quality and performance.

The achievement of high quality and consistency depends on a systematic and disciplined approach by everyone working for Livingston Cleaning Services. Employees are expected to follow company procedures, site requirements, training, risk assessments and reasonable management instructions relevant to their work.

Above all, we recognise that our customers are central to our business and that our employees, management systems and standards of work are key to meeting their expectations.

Review & Responsibility

The Managing Director has overall responsibility for this policy. The policy and the Company's quality-management arrangements will be reviewed periodically and when significant changes to the business, customer requirements or relevant standards make a review appropriate.

This statement represents Livingston Cleaning Services' commitment to continual improvement and to developing quality-management arrangements with reference to the principles of ISO 9001.



Mark Wood

Document Control

A hard copy of this policy is kept at head office in Management control folder



Quality Policy
September 2026

Managing Director

Date: September 2026

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