

Solo Service Group Limited is pledged to consistently provide services, which conform to the specified requirements of its Customers, Solo Service Group and any applicable regulatory body. **Solo Service Group operates a Quality Management System (QMS) that maintains an accredited BS EN ISO 9001:2015 certification including aspects specific to the provision of contract cleaning services.**

The management is committed to:

1. Establish the QMS and its policies, procedures and objectives
2. Develop and Continually Improve the effectiveness of the QMS
3. Ensuring that the customer needs and expectations are determined and fulfilled with the aim of achieving Customer Satisfaction
4. The enhancement of Customer Satisfaction
5. Communicate throughout Solo Service Group the importance of meeting customer needs and all relevant statutory and regulatory requirements
6. Management Reviews that Set and Review Quality Objectives,
7. Internal Audit results as a means of monitoring and measuring the effectiveness of the QMS
8. Ensuring Supplier support and compliance in meeting Quality Objectives
9. Ensuring the availability of resources

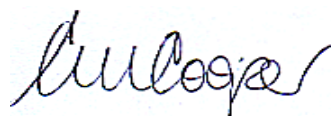
The structure of the Quality Management System is defined in this Quality Procedures Manual. All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual.

Solo Service Group complies with all relevant statutory and regulatory requirements. Solo Service Group constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to order to ensure its continuing suitability. Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management Systems.

Caroline Cooper

Managing Director



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