

QUALITY POLICY STATEMENT

Proclene Limited (abbr. Proclene) was established in 1982, to provide high-quality carpet & upholstery cleaning services carried out by highly skilled technicians, using quality products. Ensuring all services are carried out, on time, with no hidden charges that delight the customer. Since then, we have grown and introduced additional services to meet customer requirements even further and become a preferred customer choice.

To ensure that our quality did not falter, we introduced our Integrated Management System, which covers Quality, Environmental, and Health & Safety—ensuring that we provide friendly, approachable, reliable, high-quality services that are also safe and environmentally friendly.

This includes all aspects specific to the provisions of:

- Carpet cleaning
- Upholstery cleaning
- Rug cleaning
- Stone floor cleaning, restoration & maintenance.
- Builder cleans, including sparkle cleans.
- Welfare facility cleaning.
- Show home cleaning.
- Office cleaning.

To Proclene, the interpretation of quality is; Cleaning services should be thorough, meet or exceed customer expectations, and be as promised. The services should be fit for purpose, including the products used, with no adverse effects upon any item cleaned, the environment, or the customer and should only be Completed by professionals within the said service who are qualified and experienced.

We will accomplish this by ensuring;

- each department specialises only in its field.
- technicians have an excellent knowledge of cleaning the said item.
- continued Investment in each technician's professional development.
- we invest in the Research & Development of products and processes.
- investment in machinery, tools, equipment, and new technology as soon as it becomes available.
- that we continue to research, develop, and invest in environmentally-friendly products that produce the desired results.
- we work with manufacturers to assess the best cleaning processes.
- we are fully compliant with all legislation and regulations within the scope of our services.

Proclene will achieve this by maintaining, improving and implementing its Integrated Management System through regular internal auditing, measuring, and holding quality management meetings.

Quality, Environmental, and Health & safety compliance are paramount to Proclene's success, continued growth and maintaining its position as a leading provider of our services.

The structure of the Quality Management System is defined in our Quality Manual.

All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality, Environmental and Health & Safety Manuals.

The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its performance and implements improvements when appropriate.

This Policy is regularly reviewed, in order, to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties. 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 System.


Signed
Date 14th January 2022

Name: CRAIG HAYCOCK

Position: DIRECTOR