

 <small>An ALLIED UNIVERSAL Company</small>	<b>G4S Facilities Management (UK) Limited</b>	Issue April 2023	Rev 19
GFM QUA(PY)01	<b>Quality Policy Statement</b>		

The G4S Facilities Management team is wholly committed to providing quality service solutions and delivery to our customer. In delivery of the contracted services our emphasis is on striving for Service Excellence, bringing our skills, knowledge and experience to enable our customers to deliver their operational output and achieve their own objectives.

We will continually develop our people, processes, procedures and systems to ensure that our organisation not only delivers all applicable statutory and regulatory requirements but meets our customer needs and is positioned to respond to, and where appropriate initiate change and improvement.

We must all have a clear understanding of the overall key performance targets of the organisation and where appropriate and applicable customer objectives and targets pertinent to the services we are delivering, as well as the risks and opportunities we have identified as part of our business vision. From these are drawn the objectives of this company which are issued annually. The process for review of key objectives is an integral part of business planning by the Senior Management Team. Objectives for individual contracts will be contract specific but always will include carrying out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

The Senior Management Team will ensure that quality management is implemented, maintained and continuously improved throughout our business. The Senior Management Team will receive the outcome of internal & external audits, and facilitate the overall Management System Review. They are supported by technical specialists from the wider business and those managers in operations with the responsibility for delivery of contract management systems.

Our strategic aim is that our Quality Management Systems should meet the requirements of ISO 9001 as a recognised standard of excellence. We commit to continual improvement of our quality management system. Moreover to demonstrate this to our customers and stakeholders, we aim to secure and maintain third party registration as an independent recognition of our achievement for our Headquarters function.

Customer satisfaction is important to us and as such when a customer complains, we will investigate the complaint and will do our best to put right all justified complaints.

It is important to emphasise that the responsibility for quality performance rests not just with our Quality Professionals but with each and every employee on our contracts. Our processes and procedures will aim to clearly identify individual or area responsibilities. All our staff have a responsibility to remain familiar with the contents of the management system as it affects them, and they are encouraged to contribute to the continuous improvement of our services and the people, documented information and systems on which they are founded.

This policy statement is available to interested parties on request.

Signed



Philip Dove

Managing Director, G4S Facilities Management

Date: 20 April 2023

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## 2. Revision History

Rev.	Date	Purpose of Issue	Author	Approver
19	21/2/2023	Removed singular pronoun	PRB	
18	16/3/2022	Added service delivery in 4 <sup>th</sup> paragraph	PRB	PD
17	12/01/2021	Corrected grammar in second paragraph	PRB	PD
16	26/10/2020	Reviewed	PRB	PD
15	21/7/2019	Added in legal compliance and clear commitment to continual improvement of the quality management system. COO to MD	PRB	PD
14	25/09/2018	Add "Available to interested parties on request "	PRB	PD
13	24/04/2018	Reflect new standard and signed off by new COO	PRB	PD
12	01/10/2015	Change of Regional Managing Director	PJ	PJ
11	01/10/2014	Change of Regional Managing Director	DJ	DJ
10	01/07/2014	Change of company name to G4S Facilities s Management	KC	KC
09	24/10/2014	Change of ownership to Regional MD and change of location for published key performance targets	KC	KC
08	22/10/2013	Change of reference to management review	BT	BT
07	14/10/2013	Reviewed and approved	BT	BT
06	18/09/2012	Revised key performance targets	BT	BT
05	03/01/2012	New Group Managing Director	BT	BT
04	08/11/2011	Revision to reflect revised strategy	CE	CE
03	15/07/2009	Revision to format	CE	CE
02	28/11/2008	Revision to reflect changes in ownership to G4S	CE	CE
01	28/09/2007	Review of objectives	CE	CE