

## QUALITY POLICY

Alba Facilities Services Limited is an all trades facilities organization, specialising in the maintenance, installation and improvement upgrade of commercial, public properties and buildings.

At Alba Facilities Services (AFS) we understand that every business is different and as a result we deliver tailored maintenance plans to meet the requirements of our customers coupled with a comprehensive emergency response service. We have a strict policy not to miss-sell or oversell to customers, but ensure that we always supply the best fit for the client in terms of technical reasoning and pricing.

Our Quality Policy is based on understanding customer needs and striving to provide high quality product and services, which meet or exceed our customer's expectations. Alba Facilities Services Ltd shall deliver its services in accordance with the ISO 9001: 2015 standard for quality management systems. This will assist in maintaining high levels of quality and service offered to our customers, whilst also improving the efficiency and effectiveness of our internal business processes and meeting our compliance obligations.

We supplement this policy by setting business objectives that measure the continual improvement of business performance and improving customer satisfaction. Objectives are set by senior management and reviewed at planned intervals.

The fulfilment of policy and its objectives requires the involvement and commitment of all staff. To this end, Alba Facilities Services Ltd provides and manages the resources necessary to deliver our objectives to provide a safe and suitable work environment for our employees.

This policy will be communicated to all persons working under the control of Alba Facilities Services Ltd, and made available to the public on request.

Signed: 

Name: **Ian McCall - Managing Director**

Date: 14 March 2022