

Cunningham & Associates FM Ltd (CAAFM)

Quality Policy

It is the policy of Cunningham & Associates FM LTD to provide all its customers with effective services that are on time and within budget and that conform to customer needs and expectations and relevant compliance and other requirements.

The implementation of this statement is achieved by the commitment of all directors in the realisation and understanding of the context of the organisation and the needs and expectations of relevant interested parties, and that quality concerns everyone and that we are all involved. The implementation of this policy is achieved through using our Business Management System that extends throughout all of the businesses activities in that we are a multiservice provider covering a wide range of facilities management services. The policy is reviewed periodically to ensure that it remains relevant and appropriate to CAAFM's operations and service provisions.

The Business Management System shall meet the requirements of the international standard ISO 9001. We actively encourage the co-operation of all personnel in the development of this policy and of all other quality matters. A structured training plan is in place to give people the necessary knowledge to carry out their tasks in a manner that will ensure that quality of service is provided and maintained to a high standard. The Business Management System procedures ensure quality of service at all stages including for planning, procurement, service provision and after sales service. Further to this, the Business Management System ensures that customer satisfaction techniques are employed during the planning, operational and after sales processes. Thus, the system is continuously striving towards total quality in areas of business and continual improvement of the service provision in unison with customer satisfaction. It is the absolute intent of the company to strive towards our established quality objectives and to maintain a constant review of this policy and all its intent.

Signature:

Dated: 25th November 2023

A handwritten signature in black ink, appearing to read 'Mr Cunningham', enclosed within a circular scribble.

Michael Cunningham – Managing Director

For and on behalf of Cunningham & Associates FM Ltd.