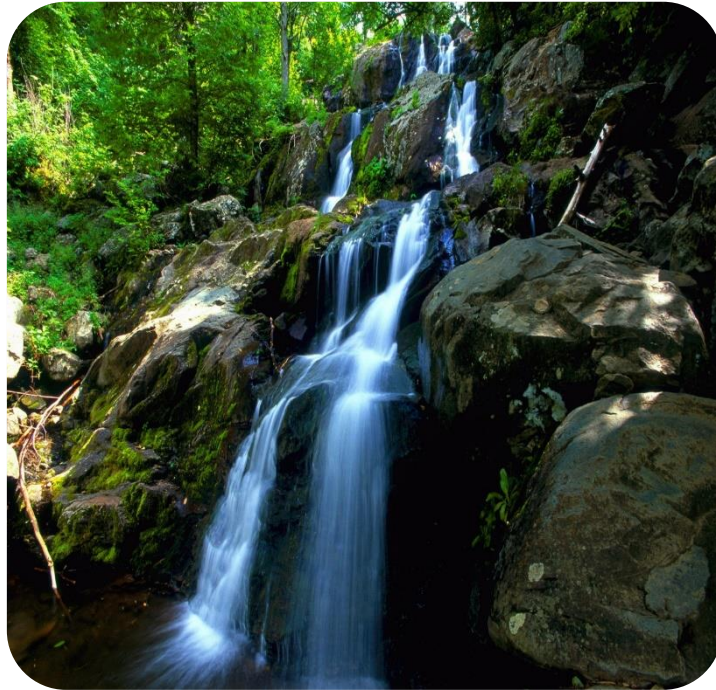


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# Lewis & Graves Partnership Limited

## Quality Policy Statement





## Quality Policy Statement

IMS Number	Document Number	Person Responsible
IMS 12	QPS /04	Ken Fairbairn

Lewis & Graves Partnership Ltd are committed to providing a high-quality facilities management and general cleaning and service to its clients. This will be achieved by maintaining an Integrated Management System that encompasses the requirements of ISO 9001, ISO 14001 and ISO 45001, the system is complemented with a separate Information Security Management System certified to ISO 27001. Additional certifications include Cyber-Essentials.

By using effective planning and monitoring techniques, the Senior Management Team will endeavor to meet the needs and expectations of clients, stakeholders, and other Interested Parties, both stated and implied.

Every effort will be made to offer a personalised service to our clients through effective communication, consultation, and involvement in anticipating their future needs. Our staff are our most asset and are encouraged to participate in our journey to achieve continuous improvement of our Management Systems.

Each member of staff will be responsible for the quality of their own work and are expected to always act in a professional manner, whilst displaying the highest degree of personal conduct, integrity, and commitment to providing an exemplary service.

The Directors will ensure that all staff receive appropriate training to enable them to carry out their duties to the full satisfaction of the client and so ensure the long-term profitability of the company. Regular monitoring and auditing ensure that the standard of service remains consistently high and any areas requiring improvement are identified and actioned without delay.

Continuous improvement will form an important part of the company's commitment to providing clients with a service that can adapt to reflect the changing needs of clients and stakeholders.

Risks and opportunities will be identified using a variety of business management tools, these tools identify both external and internal risks and opportunities facing the organisation. The Senior Management Team are committed to providing adequate resources to ensure an effective approach to planning, skills development and monitoring targets and objectives are effectively used across the organisation.

Employees are supported with an industry leading Employee-Well-Being service provided by an external organisation, the service offers a wide range of products that are readily accessible to staff and can assist with issues they may be facing.

Lewis & Graves Partnership Ltd recognize that innovation and the development of new services are the key to a successful and profitable future. Our staff and Management Team are keen to work with clients to add value to our services through a variety of initiatives aimed at helping local communities to prosper through employment, or planting trees to reduce carbon emissions.

Reviewed November 2022

James Abbott, Operations Director