



QMS International plc

Registration Certificate

This document certifies that the quality management systems of

AXIOM MAINTAIN LIMITED

have been assessed and approved by QMS International plc to the following quality management systems, standards and guidelines:-

ISO 9001 : 2008

The approved quality management systems apply to the following:-

THE PROVISION OF SPECIALIST CLEANING SERVICES AND FLOORING RENOVATION SERVICES TO THE COMMERCIAL, RETAIL, INDUSTRIAL & DOMESTIC MARKET SECTORS

Original Approval: 01 October 2012

Current Certificate: 01 October 2012

Certificate Expiry: 30 September 2022

Certificate Number: GB 20625



On behalf of QMS International plc



This Certificate remains valid while the holder maintains their quality management systems in accordance with the standards and guidelines above, which will be audited by QMS International plc.

This Certificate is the property of QMS International plc and must be returned in the event of cancellation.

AXIOM MAINTAIN LIMITED

QUALITY MANUAL

QUALITY POLICY

Axiom Maintain Limited (the 'Organisation') aims to provide defect free services to its clients on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2008 certification, including aspects specific to the provision of specialist cleaning services and flooring renovation services to the Commercial, Retail, Industrial & Domestic market sectors.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client satisfaction
4. Provide the right people, training, organisational structure and necessary resources to ensure that the Organisation's mission and programme of continuous improvement can be maintained
5. Supply a quality service which matches the changing needs and expectations of our clients

The management has a continuing commitment to:

1. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
2. Communicate throughout the Organisation the importance of meeting client needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources
6. Always be cost competitive and to focus very carefully on our clients' specific needs, working environment and culture
7. Adopt a 'green' approach to cleaning and to promote the highest levels of Indoor Environmental Quality (IEQ) thereby contributing to the welfare and performance of our clients' staff
8. Closely manage and add noticeable value to the service supplied through our professional input, management and expertise
9. Provide fully trained and motivated staff who are fully proficient to safely carry out their duties
10. Provide services and costs to our clients that are transparent and that build confidence and trust
11. Build long term relationships with our clients, colleagues and suppliers based on professionalism, integrity and trust

AXIOM MAINTAIN LIMITED

QUALITY MANUAL

QUALITY POLICY (continued)

We recognise that this Policy, with the requisite emphasis placed on experience, expertise, personal service, safety and reliability, promotes our clients' confidence in the Organisation and is paramount in achieving the stated objectives, to our mutual benefit.

The policies, systems and procedures are mandatory and shall be strictly observed by all employees of the Organisation.

Effective Quality Assurance is only achieved with active and continuing co-operation of all Organisation employees at every level. Quality is the responsibility of all employees either through the validity of information provided, or in the task undertaken. The responsibility for ensuring that all employees adhere to these policies, systems and procedures, lies with the appointed Senior Management.

The ultimate authority to give direction and interpretation to the Policy relating to quality aspects of the Organisation and its service lies with the Managing Director. However, other managers are responsible for ensuring that the policies, systems and procedures laid down by the Organisation are understood, correctly implemented and maintained at all levels of the organisation.

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

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

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

Copies of the Quality Policy are made available to all members of staff. 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:



Name: ANDREW SARGENT

Date: 18 February 2021