

Quality and Customer Service Policy

Full policy | POL-37 | Version 2026.10.23

Reviewed and approved 23 October 2026 | Approved by the Managing Director

Deliver the agreed cleaning standard consistently, check the result and put problems right using the current QMS.

1 Authority and scope

QM-01 Quality Manual version 1.0 is the source of truth for Soniclean's quality policy, roles, service scope, working arrangements and records. This supporting policy replaces the older Quality and Customer Service wording where it conflicts with QM-01. It does not amend the manual or create a second quality management system.

The current scope covers PBSA summer turnaround and housekeeping, commercial cleaning and post-build builders and sparkle cleans, including the carpet and window services described in QM-01. Soft FM is excluded from the current certification scope. Work remains within the QMS limits: no work at height and no pesticides or herbicides.

2 Quality policy from QM-01 section 4

Soniclean provides cleaning services that clients can rely on: the agreed standard, on every site, whoever carries out the work. To achieve this, the directors commit to:

- meeting our clients' requirements and the legal and safety requirements that apply to our work;
- using the same standard equipment, products and methods on every site, including those delivered by our approved contractors, unless the client asks otherwise;
- choosing contractors carefully, briefing them clearly, checking their work and paying them fairly;
- checking our work with scored audits and client feedback, and putting problems right quickly;
- setting quality objectives each year and reviewing how we are doing against them;
- promoting a culture where everyone, employees and contractors alike, takes pride in the finish, raises problems openly and behaves honestly and ethically, including in what we claim about ourselves;
- working within safe limits, including no work at height and no pesticides;
- continually improving this management system.

This policy is shared with employees and contractors through the Contractor Handbook and induction, is available to clients and interested parties on request, and is reviewed each year at management review.

3 Responsibilities

The Managing Director is the QMS owner. The Operations Director leads day-to-day delivery. Together they approve policy and objectives and provide resources. Supervisors, checkers and contractor leads carry out the checks and communications assigned to them in the relevant department procedure.

The non-operational registered director has no role in the management system.

4 Agreeing and delivering the work

The directors review the enquiry, quotation or change before committing, including specification, timing, access, safety, competence and resources. The agreement may be evidenced by the accepted quotation, discussions and messages, with any signed terms. Do not assume that a separate signed agreement always exists.

Use OP-PBSA, OP-COM or OP-PB for delivery and OP-CON for supporting contractor, people, equipment and product controls. Confirm site requirements and brief the team. Protect keys, fobs, property and personal information.

Where the client changes requirements, confirm the change and communicate it before work starts. The policy does not create unpriced work or override the quotation, agreed scope or applicable contractual rights.

5 Checking and handover

For PBSA work, follow the room-readiness, allocation, checking, snagging, correction and client sign-off sequence in OP-PBSA. For commercial and post-build work, use the relevant audit and handover arrangements.

Work that fails the agreed standard is corrected and re-checked. It must not be recorded as complete until it passes unless the client agrees otherwise in writing. Preserve the history of checks and changes; do not recreate or backdate legacy evidence.

Check access, competence and actual release status before describing a new app as operational. The QMS identifies planned digital changes; this policy does not declare those releases complete.

6 Customer communication and complaints

Communicate clearly about scope, price, progress and issues. Use the agreed contact route and retain a record of material decisions. Acknowledge complaints within one working day, as required by QM-01 and the Customer Service Charter.

Assess urgency, agree who owns the response, put immediate problems right and explain the next step. Investigate recurring or significant failures, record actions and check that the remedy works. Keep the client informed if resolution takes longer than expected.

Use the current Customer Service Charter and QMS objectives, with separate performance measures appropriate to each service.

7 Performance records and improvement

Track objectives and measures through the QMS Control Sheet. Apply QM-01's checking frequencies, feedback arrangements, internal audit and management review. Objectives and future-year targets must not be represented as achieved performance.

Keep the records specified in QM-01 section 9.4 with appropriate access controls. The directors review issues, find causes, assign improvements and confirm effectiveness. Feed useful lessons into training, methods and the supporting documents.

We are implementing the QMS and working towards certification. No public claim of ISO certification may be made before it has been awarded and its scope verified. The complete internal manual, security arrangements and sensitive records are not intended for public website publication.

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Reviewed and approved by the Managing Director on 23 October 2026.

Next review 23 October 2027, or earlier if the law, risks or working arrangements change.