

Quality Policy

XL Retail Services is committed to effective delivery of the provision of solutions for commercial cleaning and trolley collection services.

Through our Quality Management System we shall demonstrate excellence in the seven principles of quality management:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management

These services consists of the provision of contract and project management at client sites, data centre management at head office and mechanical services.

Quality is a key business objective and integral to our organisations success and vision of being a leading and preferred service organisation. This is underpinned by anticipating and satisfying our internal and external customers' needs and expectations and delivering service performance which facilitates our customers' purpose through enabling of our people.

We shall achieve this via the following business goals:

- 1.** Complying with all applicable legislation and other requirements such as relevant industry standards, codes of practice, XL Retail policies and any customer requirements
- 2.** Identifying and evaluating continuous improvement opportunities for services we provide and ensuring subcontractors can provide the quality of services required by customers and the organisations Management System
- 3.** Maintaining a documented Quality Management System which meets the requirements of ISO 9001:2015
- 4.** Setting measurable objectives for continuous improvement, including the reporting and reviewing performance, providing sufficient resources to address implementation needs and reviewing the effectiveness of the Quality Management System
- 5.** Ensuring the Quality Policy is effectively communicated, implemented, understood and maintained through induction and ongoing training.
- 6.** The Quality Policy is made available to relevant interested parties.

This policy will be reviewed as required to take into account future changes in operation and legislation.



Tony Khamo | General Manager

TKhamo

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