

# Quality Policy

<b>Document name</b>	Quality Policy
<b>Version number</b>	2
<b>Status</b>	Approved
<b>Relevant policies/links</b>	<ul style="list-style-type: none"> <li>Quality Management Systems (QMS)</li> </ul>
<b>Distribution</b>	External
<b>Approved by</b>	Mark Jones – Managing Director
<b>Date of sign off</b>	8 January 2025
<b>Review by</b>	January 2026

## INTRODUCTION

Jones Corporate FM Ltd. is committed to delivering exceptional facilities management services that meet the needs and expectations of our clients. This policy outlines our commitment to quality and continuous improvement, forming a key element of our integrated management system, which aligns with the requirements of ISO 9001, 14001, and 45001.

## SCOPE

This Quality Policy applies to all aspects of our operations, including reactive maintenance, project-based work, and planned maintenance, across all sites and activities.

## OUR COMMITMENT

To achieve our quality objectives, we are committed to:

- 1. Customer Focus**
  - a. Understanding and meeting the needs of our clients, including their legal, regulatory, and contractual requirements.
  - b. Striving to exceed customer expectations through reliable, responsive, and professional service.
- 2. Leadership and Accountability**
  - a. Demonstrating leadership and commitment at all levels of the organization.
  - b. Ensuring that quality objectives are established, communicated, and monitored.
  - c. Empowering our employees to take ownership of quality in their roles.
- 3. Process Approach and Risk Management**

- a. Implementing and maintaining a process-driven approach to our operations, ensuring consistency and efficiency.
  - b. Identifying and managing risks and opportunities to enhance service delivery.
- 4. Continuous Improvement**
- a. Monitoring and measuring the effectiveness of our processes and services.
  - b. Actively seeking feedback from clients, employees, and other stakeholders to identify areas for improvement.
  - c. Encouraging innovation and embracing best practices in facilities management.
- 5. Compliance and Integrity**
- a. Adhering to all applicable legal, regulatory, and industry standards.
  - b. Maintaining transparent and ethical practices in all business activities.
- 6. Training and Development**
- a. Investing in the training and development of our employees to enhance their skills and competencies.
  - b. Promoting a culture of quality awareness and engagement across the organization.

## IMPLEMENTATION AND REVIEW

---

This Quality Policy is communicated to all employees, contractors, and stakeholders. It is reviewed annually or as required to ensure its relevance and alignment with our strategic objectives and ISO standards. Supporting documentation and procedures are in place to guide implementation and ensure compliance.

## RESPONSIBILITY

---

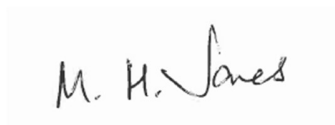
The Managing Director has overall responsibility for the implementation of this Quality Policy. All employees share responsibility for maintaining the highest standards of quality in their respective roles.

## APPROVAL

---

This policy is endorsed by senior management and reflects our commitment to quality, sustainability, and occupational health and safety.

Signed:



Mark Jones – Managing Director

Date: 8 January 2025