

Appendix XIII



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QUALITY POLICY

CRN Contract Services Ltd primarily provides Cleaning and Pest Control Services and any other services within Property Management sectors to its clients.

The company's objective is to provide professional services, capable of meeting client specifications and requirements compliant with prevailing legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures.

It is the Companies intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles.

The Quality Policy is based on three fundamental principles;

1. The definition of quality as confirming to requirements, having identified very carefully the needs of our clients, our applicants and our own systems.
2. The quality management system concentrates on prevention, looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. The quality of service provision is based on the principle of everyone understanding how to do their job to the standard required, and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client and applicant requirements and for ensuring that correct procedures and adhered to in order to meet the requirements.

Objectives needed to ensure that requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Reviews.

The quality policy principles and related objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve quality policy objectives.

QUALITY POLICY OF CRN PEST CONTROL DIVISION

CRN Pest Control division has a mission to meet and exceed its customer's expectations and become a preferred provider of quality services for pest control services.

This will be achieved by:

The use of qualified and competent personnel

Regular Training

Health & Safety compliance

Maintaining a Superior Standard of Customer Service

A Service that is viewed as value for money





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To meet this commitment, the company will operate under the control of a Quality Management System that meets the requirements of ISO 9001:2000. It is the company's objective to implement this Quality Policy continuously and to demonstrate its commitment to ISO 9001:2000 Standard through registration and annual review.

CRN Pest Control is committed to meeting customer and regulatory requirements and to continually improving the effectiveness of the Quality Management System. The company recognizes that achievement of quality depends upon the competence, commitment and contribution of all its employees. To facilitate this, everyone is made aware of the procedures and standards that form the company management system and are encouraged to contribute to its continuing improvement.

It is the company's belief that, in applying these standards, it will be able to meet the requirements of its customers and industry.

This policy shall be reviewed annually and whenever necessary.

SCOPE OF THE POLICY

This policy applies to all aspects of the company's processes. All employees are required to comply with this policy when conducting day-to-day operational processes.

QUALITY ASSURANCE POLICY

CRN Ltd is committed to:

- Develop effective and compliant processes and procedures
- Measure and continually improve processes and procedures
- Enhance Client and Candidate satisfaction.

AUTHORITY & RESPONSIBILITIES

Airina Narbuntiene and Anetta Chmielnicka are responsible for quality on a day to day basis and ensure that effective processes are implemented, audited and maintained.

Airina is also responsible for promoting awareness of the level of customer satisfaction and monitoring and analysing the feedback from customers.

MANAGEMENT REVIEWS & INTERNAL AUDITS

Anetta Chmielnicka conducts 2 internal quality audits per annum. The internal audits ensure that CRN Ltd management and staff:

- Adhere to company, legislative and client specific procedures.
- Ensure the effectiveness of service delivered to clients and workers.
- The internal audit documents will clearly identify the content of an audit and how a result will be determined.
- Further to the completion of the audit, the audit report will be issued, complete with any corrective actions that are required. It is imperative that the corrective actions are completed



- within the agreed timescale.
- All audit reports are to be kept in the Company / Branch audit file.
 - All internal audits will be documented; audit documentation will be available for inspection by Clients or an authorised representative.
 - In addition to the above, themed and spot check audits will take place intermittently throughout the year and this will focus on the specific areas of branch operations.
 - Anetta Chmielnicka has the overall accountability for the quality system and audit process and will be responsible for reporting results of the performance of the quality management system to the executive management team.



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CUSTOMER REVIEWS & COMPLAINTS

Levels of customer satisfaction are monitored and reported on a quarterly basis in order to identify trends and opportunities for preventative and/or improvement actions. Complaints are logged and recorded using the formal complaints procedure.

COMMUNICATION OF QUALITY PROCESSES & TRAINING

CRN Ltd is committed to providing relevant training to all staff to ensure their ability to undertake their assigned activities effectively.

On commencement of their job, new employees undertake a full induction to the company specific to the requirements of their role. This induction is organised and implemented by Airina Narbuntiene, CRNs Office Manager.

Ongoing training needs are identified by the Anetta Chmielnicka through review and appraisal process, taking into account each individual's education, skills and experience. All staff training is evaluated and recorded.

REVIEW

This policy statement will be reviewed regularly and may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.

