

Quality Policy

The management of Bespoke Facilities Management Ltd provide the highest possible standards of quality for its services and products. BFML are committed to maintaining a Quality Management System, which ensure that its services and products meet customer specification within agreed parameters of cost, quality, and service delivery. This is achieved using Quality Objectives to measure the conformance to the above criteria and using this information as drivers for continuous improvement throughout the company.

The company's Quality Management System concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors, and implementing corrective and preventive action to correct and avoid such occurrences for continual improvement.

The company defines quality as the conformance of services and products to established and documented requirements derived from customer needs, employee expertise and experience. Systems are open to constant review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practice and has achieved the ISO 9001, 14001 & 45001 certification, Safe Contractor and Safe PQQ certification. Bespoke are also proud to be SIA ACS Approved Contractors and our benchmarking puts us in the top 15% of security providers and we are also members of the ACS Pacesetters. These standards are assessed internally regularly with full annual reviews from an external assessing body.

Suppliers & Sub-Contractors compliance is closely monitored to ensure the quality and reliability of their services and products fall in line with the company expectations.

The company complies with all relevant legislation which is reviewed on a regular basis.

Bespoke Facilities Management Ltd has identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.

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

By delivering bespoke service solutions BFML have a long-term goal of being a leading supplier of soft services facility management specialising in Cleaning & Security services.

Signed:

A handwritten signature in black ink, appearing to read 'C. Trimble', enclosed within a large, loopy oval shape.

1st April 2023

**Carl Trimble
Managing Director
Bespoke Facilities Management Ltd**