

## QUALITY, ENVIRONMENTAL and H&S POLICY

It is the policy of GSFM Facilities Limited, to ensure that their fully Integrated management system is designed to meet the relevant statutory, regulatory and Customer requirements via conformance and compliance to ISO9001:2015, ISO14001:2015 and ISO45001:2018 standard requirements in pursuit of our primary objectives.

We strive to achieve this by fully understanding the purpose context and strategic direction of the of the Company and by ensuring that our policies, standardised procedures and processes are actively monitored, measured and enforced at all management and leadership levels within the organisation.

The Company are involved in the "Provision of General Cleaning Services and Facility Management Services to Clients throughout the UK and Ireland" and it is the policy of GSFM Facilities Limited to:


- strive to satisfy the requirements of all our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services.
- protect the environment, including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, the protection of biodiversity and ecosystems and any other specific commitments which are relevant to the context of the organisation.
- ensure commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health which satisfies the requirements of all our customers, stakeholders and interested parties whenever possible and is specific to our H&S risks and H&S opportunities.
- reduce hazards, H&S risks, prevention of injury and ill health.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this policy and ensure that consultation and participation of workers and any other interested party as it applies to be actively involved in the management of the system and the activities supplied.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality, environmental and H&S policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer satisfaction forms an essential part of our objectives and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of Quality, H&S and Environment issues and their impact on customer service and of the products or service which we provide.

To ensure the company maintains its awareness for continuous improvement, the management system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

**Gary Strachan**  
**Director of Operations**

Signature 

Date 01/01/2025