

Quality Policy Statement 2021

*“To have staff who love working for us,
and clients who love working with us”*

Incentive FM Group Ltd. Vision

Incentive FM Group Ltd. aspire to be an ethical organisation, delivering efficient services, and to establish an industry wide reputation for excellence in our quality service provision. IFMG understands the importance of quality standards within business operations, and therefore commit to maintaining a Quality Management System [QMS], in accordance with ISO 9001:2015. IFMG will manage their quality by:

- Ensuring the needs and expectations of our customers is understood, met, and exceeded, by delivering a quality service in a consistent and timely manner.
- Providing staff with an understanding of the Quality standards required of them via Tool box talks, training, and team meetings.
- Ensuring all daily tasks and projects are undertaken with this quality policy in mind to ensure our clients receive the best service possible.
- Ensuring every staff member within IFMG is committing to establishing objectives for key aspects of service delivery.
- Complying with [as an absolute minimum], all legislative and regulatory requirements.
- Striving to meet customer demands and aspirations.
- Promoting continual improvement in all aspects of the business and industry related standards.
- Reviewing performance in relation to specified targets at each quarterly management review, and where necessary, measures taken to ensure they will be achieved.
- Reviewing and revising this policy as required. As a minimum, this will be completed every 12 months.

This policy statement and system, including significant aspects, will be communicated to our employees, our clients, and all parties interested in the performance of our quality management system, including the public [on request]. This policy, although signed off by the Chief Executive of IFMG, applies to all business units within the group. All staff and sites will comply with all applicable content.



Martin Reed
Chief Executive
Date: Jan 2021