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## QUALITY STATEMENT

We provide the solution for your cleaning problems. Our trained and motivated staff are committed to providing a high quality service by responding to the needs of our clients.

Capital is committed to the search for excellence, to bringing innovative products and services to the market place and the total satisfaction of our customers requirements. We strive to be an efficient supplier and to offer our customers a prompt, courteous and effective delivery service. We seek to handle and deliver products and services in a manner that is not detrimental to the Environment or to the Health and Safety of our staff, our customers, and the general public both inside and outside our facilities.

The Company's objective of consistent high quality performance is met by mandatory adherence to procedures, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources.

The Capital quality policy is based on the following four principles:

1. The Company is responsible for reviewing our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them; ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers.
2. The directors are charged with the provision of an ongoing staff training and development programme so that the quality policy is understood, implemented and maintained at all levels within the Company.
3. To further ensure that the policy is successfully implemented, Capital staff members will be personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
4. All personnel are responsible for ensuring that when mistakes are made, they are recorded and rectified quickly, and are not repeated.

Our quality goals are achieved through:

- A strong management commitment to quality.
- Recruitment and retention of high calibre, experienced, well trained staff.
- Appropriate documented processes, procedures and controls.
- An ethos of continual improvement and challenge.
- Meeting all necessary legal and regulatory requirements.

Steve Wentzell  
Director  
17 June 2021