

**Godfrey Group Facilities Ltd /  
Grwp Godfrey Cyfleusterau Cyf**



**ISO 9001:2015 Quality  
Management Policy  
Statement 2024**

## **Godfrey Group Facilities Ltd / Grwp Godfrey Cyfleusterau Cyf – About us**

### **Mission Statement**

At Godfrey Group Facilities Limited, we are committed to delivering exceptional housekeeping and commercial cleaning services with professionalism, reliability, and attention to detail. Our mission is to create clean, safe, and welcoming environments that enhance the well-being of our clients and their communities. Through our dedicated team and innovative solutions, we strive to exceed expectations, build lasting relationships, and set new standards in the industry.

### **Our Vision**

At Godfrey Group Facilities Ltd, we strive to set new standards in housekeeping and commercial cleaning by embracing cutting-edge technology and sustainable practices. Our vision is to create cleaner, greener, and more efficient spaces while reducing our environmental footprint. Through innovation and dedication, we aim to enhance the well-being of our clients, employees, and communities.

### **Our Objective**

Our objective is to provide experienced staff, 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. We are committed to continuous improvement and have established effective and communicated procedures and processes which provide a framework for measuring and improving our performance.

Whilst doing this, we are able to deliver fairness and equality, a passion for the Welsh Language and Culture, respect for ideas and bespoke training for each employee, to the specifications of our customers.

It is the policy of Godfrey Group Facilities Ltd to provide the customer with services to the agreed contract requirement in accordance with the contract specifications and price.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review.

We maintain this Quality Management System, supported and operated by all members of the staff, in order to meet the requirements of ISO 9001:2015 and ensure quality for all our customers.

At Godfrey Group, we have adopted the SEVEN PRINCIPLES of Quality Management. Our Quality Management System is based on these principles:



1. The primary focus of quality management at Godfrey Group is to meet customer requirements and to strive to exceed customer expectations.
2. Godfrey Group's leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving our quality objectives.
3. Godfrey Group ensures that all people are competent, empowered and engaged in delivering value. Competent, empowered and engaged people throughout our organisation enhance our capability to create value.
4. Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.
5. We have an ongoing focus on improvement.
6. When we base decisions on the analysis and evaluation of data and information we are more likely to produce the desired results.
7. For sustained success, we manage our relationships with interested parties

The Company is committed to achieving customer satisfaction, business growth and business security by the use of quality procedures which will be operated to meet the requirements of ISO 9001:2015

These principles are attained by:

- Having a clear staff structure that ensures roles and responsibilities are defined and tiered in a way that allows for Quality to be monitored and reviewed
- Providing dedicated Directors, Operations Managers, Area Managers and Site/Contract Managers who are experts in this field.

- Treating every contract as a priority and ensuring that our Clients' needs are fully met
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers, where appropriate.
- Regular management reviews with all staff on our sites
- Clear internal communication through a streamlined management reporting structure.
- An internal audit programme.
- Awareness and training as appropriate in relevant changes to employment legislation which affect the delivery of our services.

### **ACHIEVING OUR OBJECTIVES**

To ensure that our approach to quality is successfully implemented, Operations Managers, working alongside our Finance Team, will be responsible for identifying Client requirements and to ensure that correct procedures are adhered to in order to meet those requirements.

The company's Management Team is responsible for maintaining quality standards through conducting regular monitoring and performance reviews / appraisals and providing training in line with staff needs. The company's Management Team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognise good service.

The Company's unique RFID System provides evidence for quality assurance and enables Managers to have up to date data on all our sites across the UK.

We set Quality Objectives to ensure that quality requirements are met and that continual improvement is part of our Quality Management System. The quality principles and related objectives are communicated to interested parties. Awareness, competence and training are an integral part of the strategy to achieve quality policy objectives.

### **SCOPE OF THE QUALITY MANAGEMENT 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.

### **AUTHORITY AND RESPONSIBILITIES**

The Operations Managers are responsible for monitoring quality, however all employees are empowered to be responsible for the quality of the service within their direct responsibility. Quality comes from ensuring that our processes and procedures are followed at every level. Our Regional Managers report to the Operations Managers and Head Office. Our Site Managers report to our Regional Managers. Our Supervisors report to our Site Managers.

## **NON-CONFORMITY AND CORRECTIVE ACTION**

All non-conformities are recorded and reported as per our processes. Corrective actions are put in place and monitored.

## **COMPANY POLICIES AND PROCEDURES**

A key element of the company's Quality Management System is the requirement to comply with our documented company policies and procedures which include:

- Business Continuity Policy & Disaster Recovery Plan (Currently being developed)
- Complaints & Escalation Procedure
- Environmental Policy
- Health and Safety Policy
- Health and Safety Handbook
- Employee Handbook
- Equality, Diversity and Fair Work Policy
- Grievance & Disciplinary Procedure
- Data Protection Policy
- Disclosure and Barring Service Policy (Currently being developed)

## **SAFER RECRUITMENT**

As part of our Quality Management System, Disclosure and Barring Service (DBS) checks will be carried out, where requested by the Client, at the point of employment. As a minimum the Candidate is asked to advise Godfrey Group of any unspent criminal convictions held

Godfrey Group will undertake all the relevant checks to ensure the suitability of each member of staff, and all relevant checks and proofs must be in place before a worker is placed on site with the Client. A Risk Assessment is put in place if a worker is to start on a site prior to their DBS Certificate being received.

## **COMPLAINTS PROCESS**

We have a Complaints Matrix in place for many clients, which logs complaints raised and follows the complaint through to resolution and outcome. Complaints processes can be tailored to suit clients' requirements, where appropriate.

The bulk of service issues will be raised and dealt with operationally on a day-to-day basis via our non-conformance processes and corrective actions, however there may be occasions when a particular issue needs to be raised and handled formally. Formal complaints will be logged, recorded and resolved using the formal complaints and escalation procedure. The outcome of all formal complaints will be analysed and reviewed on a quarterly basis to identify any trends and to inform the company's continuous improvement process.

**COMMUNICATION OF QUALITY PROCESSES AND TRAINING**

Godfrey Group is committed to providing relevant training to all staff to maximise their ability to undertake their assigned activities effectively. On commencement of their job, new employees will undertake a full induction to the company and training that is specific to the requirements of their role. This induction will be organised and implemented by the Line Managers. New employees will also be given access to BRIGHT HR, where they will be able to access key policies and documents.

Ongoing training needs will be identified by the Line Managers through the company’s non-conformance, review and appraisal processes.

Andrew Godfrey – Managing Director

The policy review date is September 2025

Signed:.....

Date:.....