

# QUALITY POLICY

**EXCELLERATE**  
**SERVICES**

WHERE **BETTER** BEGINS

## Introduction to Excellerate Services UK

Our organisation is made up of brilliant people. Each of us is unique, whether in terms of our background, personal characteristics, experience, skills or motivations. And we value our people for the differences they bring to the table. These differences - this diversity - is powerful. Fostering an inclusive culture helps each of us to benefit from a wider range of these different perspectives, experiences and skills. We believe that this creates a happier, more productive working environment for us all.

### 1. Purpose & Scope

The Quality Policy serves several key purposes:

- Clarifies organisational commitment: It communicates the company's dedication to quality across all levels.
- Guides decision-making: It provides a framework for setting quality objectives and making consistent, quality-focused decisions.
- Supports compliance: Aligns operations with regulatory and industry standards (i.e. ISO 9001).
- Drives continuous improvement: Encourages ongoing evaluation and enhancement of processes, products, and services.
- Builds customer trust: Demonstrates reliability and accountability, which can improve customer satisfaction and loyalty.

The scope defines where and how the policy applies:

- Across all departments and functions: From production and service delivery to customer support and procurement.
- To all employees: Everyone is expected to understand and contribute to quality goals.
- Throughout the product/service lifecycle: From design and development to delivery and after-sales support.
- In relation to stakeholders: Includes customers, suppliers, regulators, and internal teams.

### 2. Policy Governance

- Policy Owner:
  - Head of Compliance & Risk
- Responsibilities:
  - Oversight of all associated policies
  - Ensuring timely updates
  - Implementation support and escalation
- Oversight Body:
  - Management Review Team
  - Minimum annually
  - Reviewed by Head of Compliance & Risk
  - Signed off by CEO

- Review Schedule:
  - Annual review
  - Review log (with version control and sign-off by oversight body)

### 3. Commitment to Frameworks

- Alignment with:
  - ISO 9001:2015 Quality Management System#
  - Plan-Do-Check-Act cycle (PDCA)
  - Risk-Based Thinking
  - Business Strategy and Objectives
  - Legal and Regulatory Requirements
  - Stakeholder expectations

### 4. Responsibility Matrix (RACI)

<b>Policy</b>	<b>Overview Body</b>	<b>Responsible Person (s)</b>	<b>Informed</b>
Quality Policy	British Assessment Bureau	Head of Compliance & Risk – CEO	All staff Customers Supply Chain

### 5. Communication & Accessibility

- Published on:
  - External website
  - Internal intranet
  - Electronic Noticeboards
- Included in:
  - Colleague Handbook
  - Annual compliance and refresher training
  - Management Review

## 6. Policy Statement

At **Excellerate Services UK** we are dedicated to this quality policy and will endeavour to ensure that its products and services fully always meet the requirements of its customers. The goal of the company is to always achieve a high level of customer satisfaction. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal. It is also recognised that the business environment will have an impact on our quality policy. We are committed to the management of mutually beneficial relationships between clients and suppliers, working together in the implementation of this policy and in continually improving the quality of the products and/or services it supplies.

In the provision of our goods and services we will:

- ensure that we fully identify and strive to meet the needs and expectations of our customers and conform to the agreed compliance standards for the products and services we supply.
- assess the risk of our service/product provision processes so we can mitigate potential risks of process defects.
- ensure that our people are suitably competent to carry out their work activities to required timescales in a manner that will not adversely affect the quality of goods/services we supply.
- monitor and regularly review the business environment in which we operate and the associated internal and external issues that affect us.

To ensure that this policy is successfully implemented, our people will be responsible for identifying customer requirements and ensuring that the correct process is followed to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy and the changing business environment. These objectives will be monitored during management reviews.

The commitments outlined in this quality policy and the improvement objectives will be always communicated and available to all relevant interested parties. Awareness training will be an integral part of the strategy to achieve the objectives.

The policy will be reviewed at regular intervals to ensure that it continues to be effective and meet customer expectations.

Signed on behalf of Excellerate Services UK Ltd



**Johan Venter, Group CEO UK & Ireland**

**Issue Date: 12<sup>th</sup> March 2026**



## CERTIFICATE OF REGISTRATION

The management system of certificate number 248987

**Excellerate Services UK Ltd**  
65 Leonard Street, London, EC2A 4QS, United Kingdom

has been assessed and certified as meeting the requirements of:

**ISO 9001:2015**

Provision of Commercial Industrial Cleaning and Support Services, including S/C Grounds Maintenance, Pest Control, Window Cleaning, Feminine Hygiene, Waste Management, Manned Security Guarding, CCTV and Key Holding Services to all industries and sectors within the UK and Ireland.

Further clarifications regarding the scope of this certificate and the applicability of requirements may be obtained by consulting the certifier.



Valid from:  
Initial certification: 06 May 2021  
Latest issue: 22 October 2025  
Expiry date: 04 November 2028  
Subject to annual assessments.

Authorised by

Steve Russell  
Chief Governance Officer

[british-assessment.co.uk](http://british-assessment.co.uk)

Certificate issued by British Assessment Bureau Limited.

Certification is conditional on maintaining the required performance standards throughout the certified period of registration.  
Amvivo Group Limited, 30 Tower View, Kings Hill, Kent, ME19 4UY.