

Quality Policy

It is the policy of ABM Ireland to satisfy the needs of its customers by providing high quality services.

To ensure that these high-quality standards are maintained, we will operate a quality system that complies with and is certified to the ISO 9001: 2015 quality management systems standard.

Delivery of this policy shall be achieved through every member ABM listening and working closely with our internal and external clients. This allows us to deliver an improving level of service that meets, and often exceeds expectations whilst at all times ensuring health, safety and environmental standards are maintained and quality of service are not compromised.

With this in mind, we are committed to:

- Ensuring our Leadership are effectively engaged with and provide effective oversight of our quality management system
- Providing a framework for setting quality objectives
- Satisfying customer and supplier requirements
- Continually improving the quality management system to drive quality performance
- Embedding a positive quality and customer focus culture throughout the organisation
- Maintaining a rigorous internal auditing and assessment regime both within our offices and on client sites to ensure high quality service delivery at all times
- Communication of the Policy Internally and Externally, ensuring that it is understood and its principles are embedded within our organisation

Signature;

A handwritten signature in black ink, appearing to be 'I. Anderson', written over a horizontal line.

Ian Anderson
Managing Director