

## Quality Policy

Rayan Facilities Management Ltd is committed to delivering high-quality security and cleaning services that consistently meet the needs and expectations of our customers, employees, and other stakeholders. We recognise that our success relies on the professionalism of our people, the effectiveness of our processes, and our ability to continually improve the way we operate.

We aim to be recognised as a best-in-class service provider through:

- Providing reliable, customer-focused services that create real and perceived value for our clients.
- Supporting our staff through strong leadership, clear communication, supervision, and ongoing development.
- Maintaining efficient operational processes that ensure consistency, safety, and service excellence.
- To achieve this, we are committed to:

### **Customer & Service Excellence:**

- Understanding customer needs and agreeing clear requirements for every contract.
- Monitoring client feedback, resolving issues promptly, and enhancing service delivery.
- Maintaining high levels of customer satisfaction and retention.

### **People, Competence & Welfare:**

- Recruiting motivated and responsible personnel, supported through structured training and communication.
- Ensuring all staff understand their responsibilities and contribute to performance and improvement.
- Providing a safe working environment and promoting staff wellbeing.

### **Operational Control & Compliance:**

- Delivering services in line with documented processes, assignment instructions, and risk assessments.
- Managing resources, equipment, and assets responsibly.
- Complying with all applicable legal, regulatory, and contractual obligations.

### **Environmental Responsibility:**

- Managing environmental impacts including waste, energy use, and resource consumption.
- Promoting sustainable practices, recycling, and awareness across staff and suppliers.

### **Leadership, Improvement & Accountability:**

- Setting, reviewing, and monitoring objectives relating to quality, customer satisfaction, staff development, and environmental performance.
- Continually improving our processes and preventing recurrence of issues through corrective action.
- Ensuring this policy remains aligned with our strategic direction and is reviewed regularly.

Signed:

Siobhan Hamill  
Managing Director  
Date: 10/03/2026



**RAYAN**  
FACILITIES MANAGEMENT LTD