

04 August, 2025

QUALITY POLICY STATEMENT

The Pristine Team Ltd

1. Introduction

The Pristine Team Ltd is a professional cleaning company offering a wide range of services including commercial cleaning, office cleaning, Airbnb turnaround, and residential cleaning. Our target clientele includes commercial businesses, offices, landlords, residents, and facility management companies. We are committed to delivering cleaning services that are not only effective and reliable but also environmentally responsible and aligned with the highest standards of health, safety, and quality assurance.

This Quality Policy outlines our strategic approach to maintaining and continuously improving the quality of our services, ensuring client satisfaction, and fostering a culture of excellence across all levels of our organization.

The Managing Director is ultimately responsible for ensuring this policy is implemented. All staff are required to support its effective implementation.

2. Our Definition of Quality

Quality, to us, is the consistent delivery of cleaning services that meet or exceed client expectations, comply with legal and regulatory standards, and reflect our commitment to professionalism, safety, and sustainability. We believe quality is not a one-time achievement but a continuous process of improvement, learning, and adaptation.

We uphold this through:

- Rigorous internal audits and performance reviews
- Structured feedback loops with clients
- Ongoing training and development of staff
- Implementation of eco-friendly cleaning practices
- Compliance with health and safety regulation

Our quality objectives are regularly reviewed and aligned with our strategic goals to ensure measurable improvements in service delivery. Examples of our objectives include achieving 95%+ client satisfaction, ensuring all inspections are conducted within

24 hours of any complaint, and completing training for all new staff within 7 days of onboarding.

3. Staff Training, Induction & Competency Development

We recognize that our operatives are the backbone of our service delivery. To ensure consistent quality, we have developed a robust training and induction framework:

Onboarding Process: All new cleaning operatives undergo a structured induction program which includes health and safety training, COSHH awareness, equipment handling, and site-specific protocols.

Trial Cleans: New staff participate in supervised trial cleans to assess their understanding of procedures and attention to detail before being assigned independent tasks.

Ongoing Training: We conduct regular refresher courses to reinforce best practices, introduce new techniques, and address any performance gaps.

Certification: Our operatives hold relevant training certificates and are DBS-checked to ensure trustworthiness and compliance with safeguarding standards.

Supervision: On-site supervisors conduct both scheduled and unannounced inspections to monitor performance, provide guidance, and uphold standards.

4. Operational Quality Assurance Systems

To ensure consistency and accountability across all service types, we have implemented the following systems:

- **Service-Specific Checklists:** Each cleaning service (e.g. commercial, residential, Airbnb) is governed by a detailed checklist tailored to the environment and client expectations. Operatives are trained to follow these checklists rigorously.
- **Inspection Protocols:** Supervisors carry out regular inspections to verify that procedures are followed and standards are met. These inspections are documented and reviewed.
- **Integrated Feedback Forms:** After each cleaning, clients are invited to complete a feedback form which is integrated into our quality monitoring system. This allows us to track satisfaction levels and identify areas for improvement.
- **Complaint Handling System:** We operate a structured complaint resolution process. Complaints are logged, investigated, and resolved promptly. Where necessary, corrective actions such as retraining or reorientation are implemented.

5. Client Engagement & Continuous Improvement

We view our clients as partners in quality. Their feedback is essential to our growth and refinement. Our approach includes:

- **Open Feedback Channels:** Clients are encouraged to share feedback at any time. We treat all input as valuable and use it to inform service improvements.



- **Performance Reviews:** We conduct regular internal reviews of service delivery, client satisfaction, and operational efficiency to ensure we remain aligned with our quality objectives.
- **Adaptability:** We continuously evolve our systems and procedures to reflect client needs, industry developments, and regulatory changes.

6. Health, Safety & Regulatory Compliance

We are committed to maintaining a safe working environment for our staff and clients. Our health and safety practices include:

- **COSHH Compliance:** All cleaning operatives are trained in the Control of Substances Hazardous to Health (COSHH) regulations and use approved products safely and responsibly.
- **DBS Checks:** All staff undergo Disclosure and Barring Service (DBS) checks to ensure suitability for work in sensitive environments.
- **Accreditation & Memberships:** We are proud members of the British Cleaners Association (BCA) and are actively working toward SSIP CHAS accreditation, demonstrating our commitment to industry best practices and safety standards.

We operate in compliance with all relevant UK laws and regulations governing the cleaning industry, including workplace health and safety legislation.

In clinical environments such as dental practices, our cleaning protocols align with CQC standards and infection prevention guidelines, ensuring hygienic, compliant conditions for staff, patients, and visitors.

7. Monitoring, Auditing & Accountability

We maintain a structured system of monitoring and auditing to ensure our quality standards are upheld:

- **Internal Audits:** Regular audits are conducted to assess compliance with procedures, identify gaps, and implement improvements.
- **Complaint & Feedback Analysis:** All feedback and complaints are logged, categorized, and analyzed to identify trends and inform training needs.
- **Corrective Actions:** Where performance issues are identified, we implement corrective actions including retraining, supervision, and procedural updates.

All inspections, feedback entries, and incident reports are digitally documented and reviewed to support a data-driven approach to continuous improvement.



Policy Review & Communication

This Quality Policy is reviewed annually or as required to ensure its relevance and effectiveness. It is communicated to all employees during induction and refresher training and is available to clients and stakeholders upon request.

Signed: 

Name: Chukwudube R Nnabuife

Position: Director

Company: The Pristine Team Ltd

Date: 4th August 2025

Next Review Date: 5th August 2026

Document Control:

Version	Date	Description of Change	Author	Approved By
1.0	04/08/2025	Initial policy release with enhancements	Dube Raphael	Managing Director