

QUALITY ASSURANCE POLICY

BRS Cleaning Services is dedicated to ensuring that all products and services fully meet or exceed customer requirements. The goal of the company is to achieve a high level of customer satisfaction at all times through our commitment to providing high level of personal service and our desire to exceed customer's expectations sets us apart from our competition.

At BRS Construction Cleaning Services we recognise that quality is everyone's responsibility by making quality each employee's responsibility through an ongoing training and staff development programme, we create the open environment necessary for all employees to play an active part in our Quality Management System.

Objectives needed to ensure that customer requirements are met, and continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review meetings. Our processes are continually monitored and continually improved to create a more efficient and productive environment.

This Policy will be reviewed for suitability during Management Review meetings, on a minimum of an annual basis. We are committed to ensuring that all our personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

BRS Cleaning Services - Core Values:

- People
- Quality
- Integrity & ethical behaviour
- Engaged & empowered workforce
- Customer focus
- Continual improvement

Approved by: Bledi Uruci



Position: Director

Date: 01/01/2026