

## Quality Policy Statement

Serna FM is committed to the highest standards in delivery its Facilities Maintenance services. It is our policy to provide our duties and contractual requirements to the highest standard thoroughly professional manner and promote best solutions.

We listen to our clients and employees regularly to review our procedures of service in line with customer needs and expectations to maximize the efficiency of our integrated management system.

We are devoted to minimising our impact on the environment, protecting the health & safety of all individuals affected by both our activities and advise, including our employees & the public while in the pursuit of quality supply.

Serna FM provides a safe & healthy working environment by ensuring that all personnel are suitably in-formed, trained, or instructed to carry out their work in a safe, healthy & environmentally friendly manner to themselves, their surroundings & any other individuals who may be affected. We fully assess the risks of our activities & mitigate to reduce impact on Quality, Health, Safety & the Environment – our target ZERO ACCIDENTS.

All Directors, Management and Staff are encouraged to offer input as to how quality systems and procedures can be maintained and improved to have continuous improvement of the management systems which is reviewed annually.

Those objectives are as following

- To increase awareness of our environmentally responsible values while promoting the importance of facilities maintenance.
- Maintain the core family values while creating a highly motivated and empowered team – enabling long term commitments and achievement for both clients and employees
- Maintain our accreditations and be recognised as a market leader
- Ensure we are delivering core scope of work to the highest standard through personnel meetings and proactive approach towards our clients

A handwritten signature in black ink, appearing to read 'Mauricio Palacios Serna'.

Name: Mauricio Palacios Serna

Position: Managing Director

Date: 21/12/2022

Review Date: 21/12/2023

