



Quality Policy



Policy

Hayward Services Ltd was established in 1973, and today provides a full range of public and private sector cleaning and associated services. The company growth over the past 10 years has been based on our reputation and a commitment to deliver a high-quality service. Our philosophy has been to win business and then retain it by providing consistency, efficiency and value for money. We do this by working in partnership with our clients and constantly striving for improvements.

Our Quality Policy is to achieve sustainable growth by delivering class leading standards of quality. We aim, not only to consistently meet, but to exceed clients' expectations and needs, thus forging long term relationships based on trust and performance.

Our experienced management team are committed to the company's Quality Management System which requires their active participation to drive continual improvement throughout all levels of the business and which meets the requirements of BS EN ISO 9001: 2015. The management system and policy provide a framework to identify and drive the company's risks, objectives and targets.

The Quality Management System is based on the following principles:

- Clear and robust procedures and task instructions for all key company processes
- Formal site review process for Operations Director and Contract Managers to regularly inspect client sites and liaise with clients, thus ensuring a strong focus on maintaining high quality standards, identifying opportunities for continual improvement and proactively preventing client complaints
- Deliver to client requirements ensuring compliance with all statutory and regulatory requirements as applicable, and, where possible exceed them
- Robust problem management system to tackle quality concerns and customer complaints and ensure timely eradication of faults
- Active management analysis of client feedback to ensure preventive measures are introduced where required
- Thorough induction process for cleaning staff to ensure core company values are communicated and ensuring employees are fully trained to carry out their required activities and help contribute towards the success of the business
- Maintaining a high degree of quality awareness at all levels of the business

We pride ourselves on achieving business growth through reputation, referrals and contract renewals. This can only be achieved through strong communication links with clients, a motivated workforce and an organisation that is committed throughout its operations to the delivery of the highest quality service.

If you require any further information, please contact the Business Support Manager:

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Systems and Governance Director

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