

## QUALITY POLICY

**ToTal Property Services has ToTal Commitment to the delivery of consistent Quality Standards and Quality Service.**

This will be achieved by:

- Actively developing, implementing and improving the effectiveness of the ToTal Quality Management System to enhance customer satisfaction by meeting each customer's specific requirements.
- Monitoring our customer's quality and service needs through our proactive audit system to deliver long-term customer satisfaction.
- Determining our customer's specific and changing quality and service needs through regular meetings and modifying our service delivery as required.
- Collating information relating to our customer's perception of our service to ensure we have met our customers' requirements.
- Striving for continuous improvement in everything we do.
- Monitoring and recording quality audits and KPI's to maintain our Quality Management System.

Paul Emery

A handwritten signature in black ink, appearing to read "Paul Emery", written in a cursive style.

General Manager  
February 2021