

Industrial and Commercial Facilities Management

Quality Policy

Document Title: Supplier Code of Conduct	Version: 1.0
Issue Date: 09/04/2026	Next Review: 12 months from issue

Industrial and Commercial Facilities Management

1.0 Policy Statement

ICFM is committed to delivering high-quality, compliant, and reliable facilities management services across all commercial, industrial, and leisure environments. Our approach is built on consistency, transparency, and continuous improvement, ensuring that every task is completed safely, professionally, and to the highest standard. We operate in alignment with recognised quality management principles, including strong leadership, risk-based thinking, and a focus on customer satisfaction.

2.0 Our Quality Commitments

Deliver services that meet or exceed client expectations, contractual requirements, and industry best practice.- Maintain clear, consistent processes for planning, delivering, and reviewing all works.- Ensure all operatives and subcontractors are competent, trained, and aligned with ICFM's quality standards.- Use accurate reporting, digital job sheets, and photographic evidence to demonstrate service quality.- Monitor performance through audits, inspections, and client feedback.- Take corrective action promptly where issues arise, preventing recurrence.- Work collaboratively with clients to support long-term asset performance and operational reliability.

3.0 Quality in Operations

All works are delivered using approved RAMS, safe systems of work, and documented procedures.- Subcontractors are vetted, onboarded, and monitored to ensure they meet ICFM's quality and compliance expectations.- Materials, equipment, and consumables are sourced from reputable suppliers to ensure reliability and consistency.- Records are maintained accurately and securely to support traceability and accountability.

4.0 Continuous Improvement

ICFM is committed to ongoing improvement through:-

Regular review of processes, documentation, and service delivery.

- Learning from incidents, near misses, and client feedback.

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- Investing in training, technology, and operational development.
- Reviewing performance data to identify trends and opportunities.

5.0 Review

This policy is reviewed annually or following significant operational, legislative, or organisational change.

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