

Quality Policy

Version 1.2 | Last reviewed 24 August 2026 | Signed: Edgar Cabrera, Managing Director

This Quality Policy applies to all operations of Cleanfinity Limited, including commercial, residential, and specialised cleaning services.

- Policy Statement

Cleanfinity Limited is committed to delivering professional, reliable, and high-quality cleaning services across all areas of operation, including commercial properties, Airbnb rentals, and residential homes. We aim to exceed client expectations through well-trained staff, operational consistency, and a culture of continuous improvement.

- Management Responsibility

Cleanfinity's management team is responsible for setting clear quality standards, implementing and maintaining operational procedures, and ensuring all services meet contractual and legal requirements. Management monitors key performance indicators (KPIs) and actively reviews client feedback to improve our processes and results.

- Employee Responsibilities

Each employee plays a vital role in delivering quality service. All staff must: - Understand their duties and carry them out to a high standard - Attend training and follow procedures - Use equipment responsibly and report any issues - Engage with clients respectfully and professionally

- Quality Assurance Practices

To maintain high standards, Cleanfinity will: - Conduct regular inspections and spot-checks - Deliver refresher training and supervisor coaching - Log and address any client complaints or re-cleans - Maintain records of feedback, training, and inspections

- Continuous Improvement

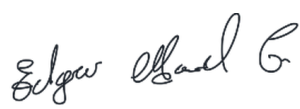
Cleanfinity is committed to continuous improvement. This includes: - Updating procedures as the business scales - Investing in new tools and eco-friendly cleaning methods - Acting on performance data and client suggestions - Reviewing this policy annually or as operational needs change

- Signed: Edgar Cabrera Managing Director, Cleanfinity Limited

Document control

Owner	Cleanfinity Limited
Document	Quality Policy
Version	1.2
Last reviewed	24 August 2026
Review cycle	Annual

Signed



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