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## **Quality Policy**

The main goal of Cleanmoods Kft. is to provide high-quality industrial and office cleaning, operation and maintenance services, which meet the legal requirements of the market and comply with the contractual agreements and general demands of partners.

In order to achieve the above-mentioned standards of business operations, the management of the company decided to pay special attention to the continuous improvement of service quality.

The company aims to achieve its goals through consistent quality policy measurements to meet the requirements of the International Standards of Operations.

- The employment of experienced, competent and committed workforce who take part in continuous quality management trainings is essential within the firm
- Constant collection and analysis of market trends are regular activities in the company. The monitoring and adoption of new and already existing, innovative technologies of the industry are considered to be key strategic actions.
- In order to assess and measure the business processes, roles and service quality sufficiently, the management applies a complex quality control system and constantly monitors customer satisfaction rates. These figures are considered to be crucial indicators of successful operations. Therefore, the leadership is always ready to initiate the necessary actions to increase the satisfaction of its customers.
- After the evaluation of process, quality and operational measurements, the management revises and extends its already existing corporate governance document with the necessary modifications to meet the legal and general market expectations of the business environment.

The management of Cleanmoods Kft. is not exclusively liable for quality assurance. All employees are responsible for being compliant with the quality measurements and the overall corporate governance standards of the company.

Kecskemét, 10 Sept, 2022

Jurászik József Executive Director