



## Quality Policy

**Western Hygiene** Quality Objectives are to retain without compromise, our dedication to sell high-quality branded sustainable products through high-quality service levels along with our commitment to customer care from our highly trained, professional and team-orientated workforce supported by a strong ERP system with an online platform and presence.

**Western Hygiene** organisational goal is to improve sales growth through the strength of our company brand, its reputation for quality products and a professional service in the marketplace. *Customer Champions* focus on Retaining and Growing Sales (RTU products) to existing customers. *Customer Success Representatives* focus on winning New System Sales to existing customers. *Sector Division Managers* focus on winning New Sales opportunities.

**Western Hygiene** continuously invest in our Customer Service Capability to improve our customers experience when they deal with us. This includes having an online platform where customers can access our Goods and Services including Online Training Facilities 24/7. Our highly accredited and trained Service Personnel who are known for their friendly, attentive and extremely professional approach to support and meet all our customer requirements. These combined capabilities in Customer Service are to ensure that our customers experience a professional service that is second to none.

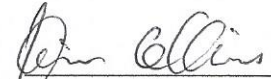
**Western Hygiene** Management is committed to installing a Quality Management System that complies with all the requirements of **BS EN ISO 9001:2015**, and all other legislative requirements. Management is also committed to review and continually improve the effectiveness of this Quality Management System. The Quality Policy is reviewed at least annually for continuing suitability.

Our staff are expected to be alert and motivated enough to maintain these standards.

**Western Hygiene** personnel must not only work well but must work well together. As individuals our staff must closely identify with and take pride in the success of **Western Hygiene**.

The Quality Objectives are measured through our customer Net Promoter Score (nps) review and correlation of corrective and preventative action reports, and staff feedback.

This policy shall be known and understood by all members of staff.

  
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**Kevin Collins**  
**Managing Director**  
**January 2021**