




## **Decent Services Ltd Trading As Decent Cleaning**

### **QMS, EMS & OHSMS (IMS MANUAL)**

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## 1. About the organisation

Decent Services Ltd, trading as Decent Cleaning, is a leading Cambridge-based company established in 2010. We specialise in commercial and domestic cleaning services. With over 14 years of industry experience, we are committed to delivering high-quality, reliable, and professional cleaning solutions that set us apart. Our process is thorough and client-focused, including understanding specific needs, conducting site assessments, providing tailored quotes, and executing services within agreed timeframes. As an independently owned company, we offer competitive pricing without sacrificing quality. We demand excellence in customer satisfaction and consistently strive to exceed client expectations through prompt responses and top-notch service standards.

## 2. Purpose, Scope and Users

Cleaning services for construction sites, new build developments, corporate and commercial offices, residential buildings, accommodation management services, healthcare and medical centres, labs and hi-tech facilities, hotels, industrial sites, leisure centres, restaurants and pubs, warehouses, gyms, indoor and outdoor events, schools, nurseries and daycare Centres, training Centres, churches and community centres, window cleaning, carpet cleaning, end-of-tenancy cleaning, and soft facility management services.

## 3. Terms and definitions

This manual adopts terms and definitions from ISO 9000:2015, ISO 14001, and ISO 45001 to ensure clarity and consistency in our operations. This consistent language aligns our services with industry standards, supporting our commitment to high-quality, environmentally responsible, and safe solutions.

## 4. Context of the organisation

### 4.1. Understanding the organisation and its context

Decent Cleaning considers the organisation's context following the *Procedure for Determining the Context and Interested Parties*.

- 1- DC IMS-PRC-011-Context of the Organization.

### 4.2. Understanding the needs and expectations of interested parties.

Decent Cleaning ING has determined the interested parties and their needs and expectations according to the *Procedure for Determining the Context and Interested Parties* and listed them in the *List of Interested Parties*.

### 4.3. Determining the scope of the Integrated Management System



Decent Cleaning has determined the boundaries and applicability of the Integrated Management System in the **Scope of Integrated Management System**

- 1- DC IMS-PRC-011-Context of the Organization.

#### **4.4. Integrated Management System and its processes**

Decent Cleaning has established and implemented the QMS, EMS & OHSMS, which is maintained and continually improved according to the requirements of the ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 standards, including the processes needed and their interactions.

Decent Services Ltd, Trading as Decent Cleaning, determined the processes needed for the QMS, EMS, and OHSMS and their application throughout the organisation.

Decent Cleaning determined the required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources required and responsibilities and authorities for processes in the **Integrated MS Plan**. Sequences and interactions between the processes.

During management reviews, Decent Cleaning's top management evaluates processes and makes changes needed to ensure that they achieve the intended results and improve processes and the IMS.

### **5. Leadership**

#### **5.1. Leadership and commitment**

##### **5.1.1. General**

Decent Cleaning's top management is accountable for the effectiveness of the QMS, EMS, and OHSMS. It provides resources to ensure that the QMS, EMS, and OHSMS Objectives are compatible with the strategic direction and the organization's context.

Top management ensures that IMS requirements are integrated into Decent Cleaning business processes and that the QMS, EMS, and OHSMS achieve the intended results.

Top management communicates the importance of an effective IMS, promotes continual improvement, a process approach, risk-based thinking, and environmental protection, and supports relevant management roles to demonstrate leadership in their areas of responsibility.

- 1- DC IMS-OBJ-001 - Integrated Objectives

##### **5.1.2. Customer focus**

The top management of Decent Services Ltd, trading as Decent Cleaning, demonstrates leadership and commitment to customer focus by ensuring:



- Customer, statutory, and regulatory requirements are consistently established, comprehended, and adhered to.
- We identify and tackle the risks and opportunities that can impact on the conformity of products and services and the capacity to improve customer satisfaction.
- The emphasis on improving customer satisfaction is upheld.

## 5.2. QMS, EMS & OHSMS Policies

Decent Cleaning has defined the **QMS, EMS, and OHSMS Policy as a** single IMS document and made them available to employees and the public.

The policies represent the framework for planning and improving the QMS, EMS & OHSMS and setting general and specific integrated management system objectives.

- 1- DC IMS-POL-001 – Integrated Policy

## 5.3. Organisational roles and responsibilities

Top management assigns responsibilities and authority for relevant roles and communicates these within Decent Cleaning. Additionally, top management allocates roles and responsibilities to ensure that the Integrated Management System (QMS, EMS & OHSMS) complies with ISO 9001:2015, 14001:2015, and ISO 45001:2018. Furthermore, top management reports on the IMS's performance, including integrated performance metrics.

## 6. Planning

### 6.1. Actions to address risks and opportunities.

#### 6.1.1. General

While planning the IMS, Decent Services Ltd Trading, as Decent Cleaning, considers the organisation's context, the needs and expectations of interested parties, and the scope of the IMS.

Decent Services Ltd, also known as Decent Cleaning, assesses risks and identifies opportunities to ensure that the QMS, EMS, and OHSMS produce the desired results, improve positive outcomes, mitigate or decrease negative impacts, align with the organisation's context, and encourage ongoing improvement.

Risks and opportunities related to the IMS are addressed according to the **Procedure for Addressing Risks and Opportunities**.

- 1- DC IMS-PRC-009 – Integrated Risk Assessment

#### 6.1.2. Environmental Aspects

Decent Services Ltd, trading as Decent Cleaning, identifies environmental aspects within the scope of the IMS and evaluates their significance or potential significance. This identification and evaluation process highlights activities from all processes that may negatively impact the environment,

considering deviations from normal business operations and cases of emergencies or accidents. The Procedure for Identification and Evaluation of Environmental Aspects prescribes a method of identifying environmental aspects and evaluating their impact.

- 1- DC QMS-PRC-011-Context of the Organisation.

### **6.1.3. Compliance obligations**

Due to the nature of its business activities, Decent Cleaning complies with several environmental protection requirements prescribed by legislators and other stakeholders.

The **Procedure for Determining the Context of the Organisation and Interested Parties** describes identifying and periodically evaluating compliance with these requirements.

- 1- DC IMS-PRC-011-Context of the Organization.

## **6.2. QMS, EMS & OHSMS objectives and planning to achieve them.**

The Integrated Manager continuously defines measurable and timely integrated objectives for the relevant functions and levels within the organisation. Management monitors the objectives through monitoring, measurement, and management review.

The IMS objectives are consistent with the IMS Policy and prescribed to all levels and functions in Decent Cleaning considering applicable requirements, relevance to conformity of products and services, and enhancement of customer satisfaction.

The plans for achieving the objective are made for each defined integrated objective.

The **IMS Objectives** define and document the activities, responsibilities, deadlines, and resources needed to achieve integrated objectives. Management regularly reviews the realisation of the plans to monitor realisation and include new or modified situations, or at least during regular management review.

- 1- IMS-OBJ-001 - Integrated Objectives

## **6.3. Planning changes**

When the organisation determines that changes to the Integrated Management System are needed, MR is responsible for planning their implementation.

MR and top management are planning changes to the IMS, considering the purpose of the changes and their potential consequences, the integrity of the IMS, and the allocation or relocation of responsibilities and authorities.

- 1- DC IMS-PRC-016 - Change Management
- 2- DC IMS-PRC-001 - Control of Documents
- 3- DC IMS-REC-001 - Master List of Control Documents



- 4- DC IMS-REC-002 - Master List of External Origin Document.
- 5- DC IMS-REC-003 - Document Distribution List
- 6- DC IMS-REC-004 - Change Disposable Form
- 7- DC IMS-PRC-002 - Control of records
- 8- DC IMS-REC-005 - Master List of Records
- 9- DC IMS-REC-006 - Master List of Computers and Laptops
- 10- DC IMS-REC-007 - E-Data Backup Form

## 7. Resources

### 7.1. Resources

Decent Cleaning identifies and supplies the resources necessary to establish, implement, maintain, and continuously enhance the Integrated Management System.

### 7.2. Competence

Decent Cleaning employs the necessary staff with the required knowledge, skills, organisational infrastructure, and financial resources to establish, implement, maintain, and improve the IMS.

In cases deemed necessary and justified, Decent Cleaning will hire competent external personnel and organisations from relevant fields to realise activities for which the organisation lacks adequate resources.

Managers are responsible for identifying the needs and conducting professional training for employees who perform activities that may significantly impact integrated products, services, customer satisfaction, and environmental performance.

Each organisational part manager /process owner is responsible for the suitable competence of his workers, based on education, training, and/or work experience, in accordance with the requirements of their work.

The method of ensuring the necessary competencies for roles, responsibilities, and authorities for implementation and control activities within the QMS, EMS, and OHSMS was established in accordance with the **Competence, Training, and Awareness Procedure**. The management representative keeps records of completed training and training effectiveness.

- 1- DC IMS-PRC-015 - Training
- 2- DC IMS-REC-033 - Master Training Plan
- 3- DC IMS-REC-034 - Training Attendance Form
- 4- DC IMS-REC-035 - Training Effectiveness Evaluation
- 5- DC IMS-REC-036 - Training Identification & Schedule

### 7.3. Awareness



Decent Cleaning ensures that people doing work under its control are aware of the QMS, EMS, and OHSMS Policy, relevant IMS objectives, their contribution to the QMS's effectiveness, and the implications of nonconformance with these requirements.

- 1- DC IMS-PRC-015 - Training
- 2- DC IMS-REC-033 - Master Training Plan
- 3- DC IMS-REC-034 - Training Attendance Form
- 4- DC IMS-REC-035 - Training Effectiveness Evaluation
- 5- DC IMS-REC-036 - Training Identification & Schedule

#### **7.4. Communication**

Decent Cleaning uses different forms and methods of internal and external communications with legislative and other interested parties, all under the ***Procedure for Internal and External Communication***.

- 1- DC IMS-PRC-012 – Internal & External Communication

The MD eventually communicates confidential information and data from the QMS, EMS, and OHSMS scope to external parties.

Documented information

Documented information is created, updated, distributed, and withdrawn according to the ***Procedure for Documents and Record Control***, according to the standards' requirements and organisation's practices.

- 1- DC IMS-PRC-001 - Control of Documents
- 2- DC IMS-PRC-002 - Control of records

### **8. Operation**

#### **8.1. Organisational planning and control**

According to the **Production and Service Provision Procedure**, the Quality and Environmental Manager is responsible for planning and developing processes needed for product realisation.

#### **8.2. Requirements for Products and Services**

The Sales Procedure defines communication with customers, determining and reviewing product and service requirements, and changing those requirements.

#### **8.3. Control of externally provided processes, Products and Services.**

By documenting an adequate method for evaluating and selecting suppliers, Decent Cleaning ensures that the delivered product meets specified purchasing requests according to the ***Procedure for Purchasing and Evaluation of Suppliers***.



#### **8.4. Production and service provision**

Decent Cleaning defines planning and executing the product realisation process under controlled conditions to ensure its full capability and prevent nonconformity.

#### **8.5. Release of products and services**

The organisation has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met, according to the ***Procedure for Production and Service Provision***.

#### **8.6. Control of nonconforming outputs**

The organisation ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery, according to the ***Procedure for Management of Nonconformance & Corrective Action***.

- 1- DC IMS-PRC-005 - Non-Conformance & Corrective Action
- 2- DC IMS-REC-018 - Non-Conformance Form
- 3- DC IMS-REC-019 - Corrective Action Form
- 4- DC IMS-REC-020 - Non-Conformance Log

#### **8.7. Emergency preparedness and response**

Decent Cleaning, to identify, prevent, and mitigate the negative impact on the environment, according to the ***Procedures for Preparedness and Emergency Response and*** guidelines given as appendices in the Procedure, prescribes the activities and responsibilities when dealing with potential hazardous situations, considering the probability of their occurrence and severity of environmental consequences that may occur.

Employees trained to prevent and remediate hazardous situations are considered when defining training programs and their implementation.

Decent Cleaning maintains the proper equipment for preventing and responding to hazardous situations.

### **9. Performance evaluation**

#### **9.1. Monitoring, measurement, analysis and evaluation**

##### **9.1.1. General**

Top management and process owners in Decent Cleaning define what will be monitored and measured and the methods and timing for monitoring and measuring. The monitoring and measuring results will be evaluated at appropriate levels and functions in the organisation, and top-level management will assess the performance of the QMS, EMS, and OHSMS during the management review.

External measurement is used to measure significant environmental aspects that are regulated and prescribed by legislation. According to the monitoring plan, external measuring is carried out by an authorised institution.

If internal monitoring and measurement equipment is used, it will be calibrated and recorded in the ***Maintenance Record***.

- 1- DC IMS-QHSE-06 – Maintenance
- 2- DC IMS-QHSE-06-01- Preventive Maintenance Checklist
- 3- DC IMS-QHSE-06-05 - Preventive Maintenance Service Report
- 4- DC IMS-QHSE-06-06 - Maintenance Work Request
- 5- DC IMS-QHSE-06-07 - Maintenance Work Request Log
- 6- DC IMS-QMS-01 - Monitoring Measurement

### **9.1.2. Customer satisfaction**

Decent Cleaning monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled according to the ***Procedure for Measuring Customer Satisfaction***.

- 1- DC IMS-QMS-02 - Customer Satisfaction
- 2- DC IMS-QMS-02-01 - Customer Satisfaction Form
- 3- DC IMS-QMS-03 - Customer complaints
- 4- DC IMS-QMS-03-01 - Customer Compliant Form

### **9.1.3. Analysis and evaluation of compliance**

Decent Cleaning analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of the analysis are used to evaluate:

- Conformity of products and services.
- The degree of customer satisfaction.
- The performance and effectiveness of the Integrated Management System.
- If planning has been implemented effectively.
- The effectiveness of actions taken to address risks and opportunities.
- The performance of external providers.
- There is a need for improvements to the Integrated Management System.

Compliance with legal and other requirements to which the organisation has agreed is evaluated periodically. OM evaluates and keeps adequate records and informs top management about this

evaluation, as it is regulated by the ***Procedure for Determining the Context of the Organization and Interested Parties.***

- 1- DC IMS-PRC-011-Context of the Organisation.

## **9.2. Internal audit**

Decent Cleaning conducts internal audits at planned intervals to demonstrate conformance and effectiveness of the INTEGRATED Management System according to the ***Procedure for Internal Audit.***

- 1- DC IMS-PRC-003 - Internal Audit
- 2- DC IMS-REC-008 - Audit Calendar
- 3- DC IMS-REC-009 - Audit Team
- 4- DC IMS-REC-010 - IQA Circular
- 5- DC IMS-REC-011 - Audit Plan
- 6- DC IMS-REC-012 - Internal Audit Checklist
- 7- DC IMS-REC-013 - Audit Report

## **9.3. Management review**

According to the Procedure for Management Review, Top Management of Decent Cleaning conducts regular reviews of the IMS at least once a year.

- 1- DC IMS-PRC-006 - Management Review
- 2- DC IMS-REC-021 - Nomination Letter of MR
- 3- DC IMS-REC-022 - MRM Calendar
- 4- DC IMS-REC-023 - Circular of MRM
- 5- DC IMS-REC-024 - Agenda of Meeting
- 6- DC IMS-REC-025 - Attendance sheet of MRM
- 7- DC IMS-REC-026 - Minutes of Meeting template

## **10. Improvement**

### **10.1. General**

Decent Cleaning determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- Improving products and services to meet requirements, as well as to address future needs and expectations.
- Correcting, preventing, or reducing undesired effects.
- Improving the performance and effectiveness of the Integrated Management System.



## 10.2. Nonconformity and corrective action

Decent Cleaning handles nonconformities to control and correct them and deal with the consequences, according to the ***Procedure for Management of Nonconformities and Corrective Action***.

- 1- DC IMS-PRC-005 - Non-Conformance & Corrective action

Decent Cleaning has established a corrective action system to investigate and document the root cause and actions to correct supplier-, internal-, and customer-reported nonconformities. Corrective actions are assigned to a responsible individual and tracked by number and completion date according to the ***Procedure for Management of Nonconformities and Corrective Action***.

- 1- DC IMS-REC-18 - Non-Conformance Form
- 2- DC IMS-REC-19 - Corrective Action Form
- 3- DC IMS-REC-20 - Non-Conformance Log

## 10.3. Continual improvement

Decent Cleaning continually enhances the suitability, adequacy, and effectiveness of the Integrated Management System. The organisation considers the results of analysis and evaluation, along with the outputs from the management review, to determine if there are needs or opportunities to be addressed as part of continual improvement.