Quality Policy

The Directors of Citron Hygiene UK Limited are committed to providing the right people, training, organisational structure, and necessary resource to ensure the Company's mission and programme of continuous improvement can be maintained. This will ensure that the Company provides a quality service, which matches the changing needs and expectations of our customers within a fully controlled and integrated management system.

We recognise that this Policy, with the requisite emphasis placed on experience, expertise, personal service, safety, and reliability, promotes our clients' confidence in the company and is paramount in achieving the stated objectives, to our mutual benefit. This Policy will be reviewed on a regular basis.

This Policy, and the company's individual systems and procedures are mandatory and shall be strictly observed by all employees of Citron Hygiene UK Limited.

Effective Quality Assurance is only achieved with active and continuing cooperation of all company employees at every level. Quality is the responsibility of all employees, for example, in the validity of information provided, or in the task undertaken to a high level of satisfaction. The responsibility for ensuring that employees adhere to this Policy and the systems and procedures, lies with Senior Management.

Ultimate authority to give direction and interpretation of the Policy, concerning quality aspects of the Company and our service lies with the Company's Chief Executive and Executive team. However, all management hold the responsibility for ensuring that the Policy, and all systems and procedures laid down by the Company are understood, correctly implemented, and maintained at all levels of the organisation.

This Policy, systems and procedures laid down are based on the requirements of the relevant Quality Management Systems (Certificate Number 220019) as applicable to Citron Hygiene UK Limited.

philip fantham

Philip Fantham, Executive Vice President UK
Citron Hygiene UK Limited
31st January 2025