

Quality Policy Statement

Vertas Group Limited is committed to implementing an appropriate quality management system to enable us to deliver services at the highest practicable quality standards and meet the needs of our customers and clients.

To fulfil our commitment Vertas Group Ltd will:

- Maintain a quality management system appropriate to the context of the organisation which satisfies the requirements of ISO 9001:2015, all applicable statutory and regulatory requirements, the expected level of customer satisfaction and the needs of other interested parties.
- Implement the quality management system in a systematic and planned way through the application of the management system that supports the delivery of the business plan.
- To continually improve our quality performance, culture, development of our systems, and procedures and drive innovation within all areas of the organisation.
- Work closely with our partners, clients, suppliers, and contractors to achieve our business and quality objectives.
- Establish and measure performance and customer satisfaction against appropriate quality objectives and targets.
- Provide a framework for establishing and reviewing quality objectives.
- Provide information, instruction, and supervision to enable colleagues to perform their roles safely, delivering high quality standards of work.
- Review of quality performance and delivery across the Group at the six monthly Integrated Management review meetings.
- Provide effective resources to assist with the Groups ongoing commitment towards maintaining the quality management system and continuous improvement and maintaining high standards across all areas of the organisation.

To achieve this we will plan, set and implement specified and measurable quality objectives within the groups business plan. This will be further supported by the regular review of the effectiveness of the management system via the management review process. The quality management system requirements are defined in the documented Integrated Management systems and operational manuals, which provide guidance across all areas of Vertas group's activities.

This policy will be regularly monitored and reviewed at board level to ensure that our commitment, objectives and KPI's are met, and that we meet legislative requirements and organisational changes.

The Board, led by the Chief Executive Officer has overall responsibility for ensuring that the organisation maintains the high standards of service/operation, however we rely on all colleague's, suppliers, and clients to play their part in effectively implementing the quality policy and sharing our commitment to 'Making the Difference'.

Signed:



Name: Ian Surtees
Position: Chief Executive Officer
Date: 01/09/2021

