

QUALITY POLICY

Veriflo Ltd deliver water asset management services, which effectively meet the standards and expectations of customers and stake holders. Veriflo Ltd conduct their work in a safe, professional and economical manner, ensuring the precedence of customer satisfaction.

Veriflo Ltd comply with the clauses set out in the International Organisation for Standards 9001:2015, adapting processes and a Quality Management System which suits the context and need of the organisation.

Design, development and implementing of the Quality Management System is through the basis of the Process Approach; processes are reviewed as both inputs and outputs, utilising stringent analysis of measurement and evaluation of how all processes interact and impact outputs alongside client satisfaction.

Continuous improvement of processes is executed through Senior Management, whose leadership approach filters through the company, ensuring personnel take ownership of their inputs into the Quality Management System. Leadership and commitment is displayed through Risk-Based thinking, combining preventative action into daily business processes by accurately identifying areas of improvement in a proactive manner.

The company consistently monitor and review processes against annually set objectives, these objectives are communicated with personnel and interested parties, alongside annual statistics gathered and review.

All personnel have a responsibility to provide high quality outputs, whilst contributing to organizational sustainability and customer satisfaction; personnel utilise the following principles:

- **Leadership:** engage, direct and support contributions to inputs and outputs.
- **Planning:** Planning and communicating efficiently to ensure intended quality outputs are achieved, whilst preventing and reducing the risk of undesired outputs.
- **Support:** Utilise implemented resources designed to establish, implement, maintain and improve inputs and their associated outputs.
- **Performance evaluation:** following company process for performance evaluation, accurately annotating and communicating to Senior Management.
- **Improvement:** support Senior Management in changes of processes to correct, prevent or reduce undesired effects; whilst supporting the improvement of services to meet the requirements of customers.

Personnel have an individual responsibility to apply this policy by following processes outlined in the Quality Management System and communicating areas of opportunity.



Neil Scott
Managing Director



Kirsty Scott
Business Director

Dated: 26th October 2021