

# QUALITY POLICY STATEMENT

*Veriflo's quality commitment is "to deliver water asset management services which effectively meet the standards and expectations of customers and stakeholders". Veriflo Ltd aim to meet all client specifications, and where possible exceed client expectations and regulatory standards by working in a safe, professional, and efficient manner, prioritising customer satisfaction.*

*Maximising financial and ecological efficiency relies upon the principle of single effective action to complete work fully and to specification on the first pass; avoiding repetition and remedial work which negatively impacts efficiency and associated costs.*

*Veriflo Ltd policies, procedures and management systems have been structured to meet the requirements of ISO 9001:2015, adapted to the context and needs of the organisation. Design, development, and implementation of the Quality Management System is through the basis of the Process Approach; processes are reviewed in terms of both inputs and outputs, and evaluation of how these processes interact is assessed with measurable results and analysis of outputs alongside client satisfaction. Comprehensive recording systems enable analysis and ensure compliance and conformity of our products and services at every stage*

*Continuous improvement of processes and outputs is executed through Senior Management, whose leadership and commitment drive the Company. Risk-Based thinking and the process model instil preventative action into daily business processes by proactively identifying areas of improvement. The systems, processes and monitoring implemented allow proactive improvement and enable a robust response to nonconformances with a net benefit to our system.*

*The Company consistently monitors and reviews performance against suitable and proportionate objectives which include safety and environmental considerations, service delivery to time and budget, employee competence and customer experience. Achievement of these objectives and performance statistics are gathered for review and communicated with personnel and interested parties.*

*Every employee is aware of the Company's commitment to the ISO 9001 standard and are required to support our quality management processes at all times, ensuring personnel take ownership of their inputs into the Quality Management System. All personnel accept their responsibility to provide high quality outputs, whilst contributing to organizational sustainability and customer satisfaction. Personnel work in line with the following principles:*

- **Leadership:** Take ownership, engage, direct and support contributions to inputs and outputs.
- **Planning:** Structured planning and effective communication 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:** Follow company processes for performance evaluation, reliable record keeping, accurately annotating, and communicating to Senior Management.
- **Improvement:** Support Senior Management in review of processes to correct, prevent or reduce undesired effects; support the improvement of services to meet the requirements of customers.



**Kirsty Scott** Business Director  
**Dated 26<sup>th</sup> September 2023**