

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". The Company aims 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 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 costs.

All Company 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 specified and reviewed in terms of both inputs and outputs, and 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 is executed through Senior Management, whose leadership and commitment drive the Company. Risk-based thinking and the process approach instil preventative action into systems by proactively identifying areas of improvement. The systems, processes and monitoring implemented enable a robust response to nonconformances with a net benefit to our systems.

The Company consistently monitors and reviews performance against suitable objectives including 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 made aware of the Company's commitment to the ISO 9001 standard and are required to support our quality management processes at all times, ensuring they take ownership of their impacts to the Quality Management System. All personnel accept their responsibility to provide high quality outputs, whilst contributing to 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 4th September 2024