

Purpose

At VERTO, our commitment is to deliver outstanding services and continually enhance customer satisfaction. Our Quality Policy sets the framework for maintaining and improving the quality of our products and services, in alignment with ISO 9001:2015 standards, ensuring reliable, high-quality, and timely solutions that meet customer and legislative regulatory expectations.

Scope

This policy applies to all VERTO employees, contractors, and stakeholders across all programs and services. It ensures the effective operation of our Quality Management System (QMS), covering everything from client services to operational processes.

Objective

The primary goal of our Quality Policy is to foster a culture of continuous improvement. We strive to:

- Meet and exceed customer expectations.
- Deliver high-performing, cost-effective services that benefit our clients and communities.
- Comply with statutory and regulatory requirements.
- Promote a risk-based approach to decision-making.

Our QMS serves as a cornerstone for process optimisation, enabling us to monitor, evaluate, and enhance service quality, thus driving operational efficiency and client satisfaction.

Roles and responsibilities

- *Quality & Risk Manager (Q&R):* The Q&R Manager leads the Quality Management strategy and oversees the implementation of the QMS, ensuring alignment with ISO 9001 standards. This includes setting quality objectives, managing risks, and driving continuous improvement.
- *All Employees:* Every employee is responsible for adhering to the QMS policies, actively participating in quality improvement initiatives, and ensuring compliance with established procedures.

Implementation of policy

We are committed to the continual enhancement of our QMS, aligning it with ISO 9001:2015 standards. Regular audits, performance reviews, and employee engagement play crucial roles in identifying areas for improvement and ensuring the highest levels of service quality.

Compliance is monitored through:

- Internal audits and performance measurements.
- The timely application of preventive and corrective actions.
- Collaboration with all stakeholders, including customers, suppliers, and regulatory bodies, to support ongoing operational excellence.

Conclusion

At VERTO, delivering quality is a shared responsibility. Through the engagement of our workforce and alignment with our governance framework, we aim to be recognised as a leading provider in our industry, ensuring both customer satisfaction and operational success.

Quality Policy v.1 effective date: October 2024.