

QUALITY POLICY

Delivering excellence through precision, compliance,
and consistent improvement.



SPECIFICATION

DELIVERING STRICTLY TO DESIGN AND CONTRACTUAL REQUIREMENTS



COMPLIANCE

FULL ADHERENCE TO BUILDING REGULATIONS AND INDUSTRY STANDARDS



EFFICIENCY

MINIMIZING DEFECTS AND REWORK TO ENSURE TIMELY DELIVERY



SATISFACTION

PRIORITIZING CLIENT EXPECTATIONS AND CLEAR COMMUNICATION



EVOLUTION

A COMMITMENT TO CONTINUOUS IMPROVEMENT AND INNOVATION



*"Quality is never an accident. It is always the result of intelligent effort."
- John Ruskin*

Veraxus Ltd | V 1.0 | 02/05/2026

OUR STANDARD. YOUR CONFIDENCE. PROJECT SUCCESS.

1. Policy Statement

Veraxus Ltd is committed to delivering construction and refurbishment projects that consistently meet or exceed client expectations, contractual obligations, statutory requirements, and recognised industry standards. We view quality as a fundamental requirement of every project and a key measure of our performance, from initial enquiry and planning through to handover and aftercare.

Quality is a core business priority and is integrated into all company operations, decision-making processes, and project execution activities. This includes how we plan work, select competent people, procure materials and services, manage subcontractors, control documentation, and verify that completed works conform to agreed specifications and applicable regulations.

Delivering high-quality outcomes is essential to maintaining our reputation, ensuring client satisfaction, reducing operational risks, and achieving long-term business success. Veraxus Ltd is therefore dedicated to establishing and maintaining robust systems, procedures, and controls that support consistent, measurable, and continually improving quality performance across all projects and activities.

2. Scope

This Quality Policy applies to all operational activities carried out by Veraxus Ltd. It covers the full lifecycle of our work, including planning, delivery, verification, and continuous improvement, and applies to all functions that can influence quality outcomes.

Construction and Refurbishment Works

This includes all physical construction activities such as structural works, finishing, installations, and refurbishments. Quality must be maintained throughout each phase of delivery, ensuring workmanship meets defined standards, approved drawings, specifications, and agreed tolerances, and that completed works are fit for purpose and durable.

Project Management and Site Operations

All planning, coordination, supervision, and execution activities are included. Projects must be managed effectively with quality controls embedded at every stage, including programme management, method statements, site supervision, inspections, coordination of trades, and verification of completed work before progressing to subsequent stages.

Procurement of Materials and Services

The sourcing and purchasing of materials, equipment, and subcontracted services must meet strict quality requirements to ensure final project outcomes are not compromised. This includes selecting suitable suppliers, confirming product compliance and certification where required, ensuring correct storage and handling, and verifying that delivered items match the specified requirements before use.

Stakeholder Engagement

This includes communication and collaboration with clients, consultants, suppliers, and subcontractors to ensure alignment on quality expectations. We will confirm requirements, manage changes in a controlled manner, share relevant information promptly, and maintain clear records so that quality responsibilities and acceptance criteria are understood and consistently applied.

This policy applies to:

- All employees at every level of the organisation
- Contractors and subcontractors engaged on projects
- Suppliers providing materials or services

It is applicable across all locations, including offices, construction sites, and remote working environments



3. Quality Objectives

Veraxus Ltd has established the following key quality objectives to guide performance and support continual improvement:

Deliver Projects to Specification

All work must strictly follow approved drawings, specifications, schedules, and contractual requirements. We will ensure that acceptance criteria are defined, communicated, and verified so that the finished project meets the agreed design intent, functional requirements, and client expectations at handover.

Compliance with Regulations and Standards

All activities must comply with applicable building regulations, statutory requirements, safety standards, manufacturer instructions, and recognised industry best practices. This reduces legal and commercial risk, supports safe and compliant construction, and ensures that quality is achieved without compromising regulatory obligations.

Minimization of Defects and Rework

By implementing strong quality controls, the company aims to reduce errors, prevent defects, and avoid rework. We will use planned inspections, competent supervision, clear work instructions, and timely verification to improve efficiency, reduce waste, control costs, and support on-time project completion.

Client Satisfaction

Meeting or exceeding client expectations is a primary objective. This includes delivering high-quality work, maintaining clear and professional communication, managing changes transparently, and addressing concerns promptly so that clients have confidence in our delivery and outcomes throughout the project lifecycle.

Effective Communication

Clear and consistent communication between all stakeholders ensures that expectations are understood and met, reducing misunderstandings and errors. We will maintain structured communication channels, record key decisions, and ensure that the latest information is available to those carrying out and verifying the work.

Continuous Improvement

The company is committed to regularly reviewing processes and performance to identify opportunities for improvement and implement necessary changes. We will learn from audits, inspections, feedback, and project outcomes to strengthen controls, improve capability, and enhance the consistency of our results.

Performance against these objectives will be monitored through inspections, audits, feedback, and project reviews, with actions tracked to completion and outcomes evaluated to confirm effectiveness.



4. Management Commitment

Senior management plays a critical role in ensuring the success of the Quality Management System (QMS) and in setting the tone for a culture where quality is everyone's responsibility. Management will ensure that quality requirements are understood, resourced, and embedded into planning and delivery activities across the organisation.

Management is committed to leading by example, promoting accountability, and ensuring that quality performance is reviewed and improved. This commitment is demonstrated through the following actions:

- **Providing Resources:** Ensuring that adequate personnel, tools, equipment, training, and financial resources are available to maintain high-quality standards and to complete work safely and correctly first time.
- **Leadership and Direction:** Setting clear expectations, defining responsibilities, and supporting site teams to deliver quality outcomes, while fostering a proactive approach to identifying and resolving issues.
- **Policy Implementation:** Ensuring that this Quality Policy is communicated, understood, and applied across all levels of the organisation, including contractors and subcontractors where relevant.
- **Performance Monitoring:** Regularly reviewing quality performance through reports, inspections, audits, and feedback to identify trends, risks, and opportunities for

improvement, and to ensure actions are completed effectively.

- **Compliance Assurance:** Ensuring that all operations comply with legal, regulatory, and contractual requirements, and that non-conformances are managed promptly and systematically.

5. Quality Management System (QMS)

Veraxus Ltd will establish and maintain a structured Quality Management System aligned with ISO 9001 principles. The QMS will define how we plan, deliver, verify, and improve our work to achieve consistent quality outcomes and to provide confidence to clients and other stakeholders.

- **Documented Procedures:** Clear procedures will be developed for critical activities to ensure consistency, repeatability, and clarity in how work is carried out and verified.
- **Document Control:** Documents such as drawings, specifications, method statements, and records will be controlled to ensure accuracy, version control, approval status, and accessibility to those who need them.
- **Process Management:** Key processes will be defined, monitored, and improved to enhance efficiency and quality outcomes, including the use of checks, hold points, and verification activities where appropriate.
- **Risk-Based Thinking:** Potential risks to quality will be identified, assessed, and mitigated during planning and execution stages, with controls proportionate to the risk and complexity of the work.
- **Corrective and Preventive Actions:** Systems will be in place to address issues, investigate causes, implement corrective actions, and prevent recurrence through lessons learned and improved controls.

6. Roles and Responsibilities

- **Management:** Responsible for establishing quality objectives, providing resources, ensuring the QMS is implemented and maintained, and promoting a culture of quality and compliance across the organisation.
- **Site Managers / Supervisors:** Responsible for implementing quality controls on-site, supervising work, coordinating trades, ensuring compliance with specifications and procedures, and confirming that inspections and records are completed at the required stages.
- **Employees:** Must perform duties in accordance with established standards and instructions, take responsibility for the quality of their work, use approved materials and documents, and report issues, defects, or risks promptly.
- **Subcontractors and Suppliers:** Must adhere to Veraxus Ltd's quality requirements, provide competent resources, deliver work and materials that meet agreed standards, and cooperate with inspections, testing, and corrective actions as required.

Clear roles ensure accountability and prevent gaps in quality control.

7. Planning and Project Control

Effective planning ensures that quality is built into the project from the start. Veraxus Ltd will apply structured project controls to define requirements, manage risks, and verify delivery at appropriate stages.

- **Requirement Definition:** All project requirements must be clearly defined, reviewed, and understood before work begins, including scope, specifications, acceptance criteria, and any client or statutory constraints.
- **Design and Specification Review:** Drawings and specifications must be checked for accuracy, completeness, and buildability to avoid errors during construction and to ensure that changes are controlled and communicated.
- **Risk Identification:** Potential risks such as design errors, material shortages, access constraints, sequencing issues, or interface risks between trades must be identified, assessed, and managed through appropriate controls.
- **Resource Planning:** Adequate labour, materials, plant, and equipment must be allocated to ensure smooth project execution, with competent supervision and clear responsibilities for quality checks.
- **Scheduling:** Project timelines must be realistic and include allowances for inspections, testing, approvals, and rectification where required, ensuring that quality is not compromised by programme pressure.



8. Procurement and Supplier Management

- **Supplier Selection:** Suppliers are selected based on their ability to provide quality materials and reliable service, including consideration of competence, capacity, compliance history, and relevant certifications where applicable.
- **Material Quality Assurance:** All materials must meet required specifications and standards before use, including verification of product data, certification, and suitability for the intended application.

- **Inspection of Deliveries:** Materials are checked upon delivery to ensure they are correct, undamaged, and meet requirements, with non-conforming items quarantined and addressed promptly.
- **Performance Monitoring:** Supplier performance is reviewed regularly to ensure consistency and reliability, and to support continuous improvement through feedback, corrective actions, and re-evaluation where necessary.

9. Construction Quality Control

- **Site Inspections:** Regular inspections are conducted to ensure work meets required standards, specifications, and agreed acceptance criteria, with findings recorded and actions tracked to closure.
- **Supervision:** Qualified supervisors oversee work to ensure proper techniques, sequencing, and compliance, and to provide timely guidance to prevent defects and rework.
- **Work Verification:** Work is checked against drawings and specifications to confirm accuracy, including dimensional checks, installation verification, and confirmation of interfaces between trades before concealment or progression.
- **Corrective Measures:** Any issues identified must be corrected promptly to prevent further problems, protect downstream activities, and ensure that completed works meet the required standard before handover.

10. Inspection and Testing

- **Inspection Plans:** Inspection and Test Plans (ITPs) are developed to outline when and how inspections will be carried out, including hold points, responsibilities, and required records.
- **Stage Inspections:** Inspections are conducted at key stages to ensure compliance before proceeding, particularly where work will be covered up or where subsequent activities depend on verified completion.
- **Testing Procedures:** Materials and installations are tested to confirm performance and safety, using appropriate methods, calibrated equipment where required, and competent personnel.
- **Record Keeping:** All inspection and test results are documented for traceability and accountability, supporting handover documentation and demonstrating compliance with requirements.

11. Non-Conformance and Corrective Action

- **Identification:** Any deviation from required standards, specifications, or procedures is identified, recorded, and assessed to understand impact on safety, compliance, programme, and client requirements.
- **Immediate Action:** Corrective measures are taken to resolve the issue promptly, including containment actions to prevent further non-conforming work and to protect completed works.
- **Root Cause Analysis:** The underlying cause of the issue is investigated to prevent recurrence, using proportionate analysis methods and involving relevant stakeholders where necessary.

- **Preventive Measures:** Improvements are implemented to avoid similar issues in the future, including updates to procedures, training, supervision, supplier controls, or inspection regimes as appropriate.

12. Training and Competence

- **Skill Development:** Employees are provided with training to improve their skills and knowledge, including trade skills, quality requirements, and project-specific methods and standards.
- **Competency Assurance:** Only qualified and competent personnel are assigned to tasks requiring specific expertise, with competence verified through experience, qualifications, and supervision where required.
- **Awareness:** Employees are made aware of quality standards and expectations, including the importance of following approved documents, reporting issues, and contributing to continuous improvement.

13. Communication and Documentation

- **Clear Communication:** All project requirements, changes, constraints, and updates are communicated effectively to relevant parties so that work is planned and executed using the latest agreed information.
- **Accurate Records:** Documentation is maintained for all activities, including inspections, approvals, test results, and handover information, providing evidence of compliance and supporting traceability.
- **Document Control:** Only current and approved documents are used to avoid errors, with controlled distribution and clear identification of revisions and approval status.

14. Customer Satisfaction

- **Client Engagement:** Clients are involved throughout the project to confirm requirements, review progress, and ensure expectations are met, with clear communication on programme, quality, and any changes.
- **Feedback Handling:** Feedback is collected, reviewed, and used to improve services, including learning from compliments, concerns, and post-completion reviews to strengthen future delivery.
- **Issue Resolution:** Any client concerns are addressed promptly and professionally, with actions agreed, recorded, and followed through to completion to maintain trust and satisfaction.

15. Continuous Improvement

Veraxus Ltd is committed to ongoing improvement by evaluating performance, learning from experience, and strengthening the systems and behaviours that deliver consistent quality outcomes. Continuous improvement is supported through:

- Reviewing performance data
- Learning from past projects
- Implementing corrective actions

- Encouraging innovation and efficiency

16. Compliance

All activities must comply with:

- Building regulations
- Industry standards
- Legal requirements
- Contractual obligations

17. Review

This policy will be reviewed annually or when significant changes occur to ensure it remains effective, relevant, and aligned with business needs, client requirements, and applicable standards and regulations.

Final Statement

Veraxus Ltd is dedicated to delivering high-quality construction services through strong leadership, effective systems, and a commitment to continuous improvement. By applying this Quality Policy and the supporting controls within our QMS, we aim to consistently meet client requirements, comply with statutory and contractual obligations, and deliver safe, durable, and compliant outcomes. All personnel working for or on behalf of Veraxus Ltd are required to adhere to this policy and contribute to maintaining and improving our standards of quality.

Electronic Approval & Signature

Document: Quality Policy

Reference: Version 1.0 | Document date: 02/05/2026

Approved and signed electronically on behalf of Veraxus Ltd

This document has been electronically approved and signed by the Director of Veraxus Ltd. The typed signature below is intended to authenticate and approve this document on behalf of the company. This approval applies to the attached policy document for normal company policy, supplier registration, website and tender-support use.

Name	Alex Stefan
Position	Director
Signature	Alex Stefan
Date	08 May 2026

Electronic approval block added for Veraxus Ltd policy documentation.