



QUALITY POLICY

A practical policy for consistent workmanship, controlled delivery and continual improvement across Veraxus Ltd operations.

Company	Status	Effective date	Next review
Veraxus Ltd	Approved	08 May 2026	08 May 2027, or earlier if required

POLICY AT A GLANCE

<p>Specification-led delivery Work is planned, delivered and checked against agreed drawings, scope, specifications, manufacturer instructions and acceptance criteria.</p>	<p>Compliance and safe standards Quality is managed alongside Building Regulations, CDM duties, health and safety requirements, contract obligations and recognised good practice.</p>
<p>Controlled workmanship Inspections, supervision, competent resources and clear records are used to reduce defects, rework, delays and avoidable disputes.</p>	<p>Client confidence Communication, issue resolution, handover records and lessons learned support reliable outcomes and long-term business trust.</p>

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Controlled copy note

This document may be issued as a controlled PDF for client assurance, tender submissions, website download, internal governance and professional stakeholder review. Where a later signed copy is issued, the later signed copy takes precedence.

Document use

This policy supports internal governance, client assurance, tender submissions and operational quality control. It should be read alongside project-specific contracts, specifications, RAMS, inspection plans, manufacturer guidance and client requirements where those apply.

Plain language summary

Veraxus Ltd aims to do the work correctly, check it properly, communicate clearly and learn from each project so quality improves as the business grows.

QUALITY CONTROL CYCLE

Define	Plan	Deliver	Verify	Improve
Confirm scope, specification and acceptance criteria.	Resource the work and identify key risks.	Complete work using competent people and approved materials.	Inspect, test, record and close out issues.	Capture lessons and update controls where required.

First response standard

Where a quality issue is identified, Veraxus Ltd aims to contain the issue, communicate clearly, agree a practical correction route and record the outcome before it affects downstream works or handover.



1. INTRODUCTION

1.1 Quality as project discipline: Veraxus Ltd recognises that quality is not a final-stage inspection exercise. It is built into how work is planned, resourced, communicated, supervised, verified and handed over.

1.2 Construction and refurbishment context: The company may deliver or coordinate works involving refurbishment, finishing, flooring, repairs, restoration, live-environment works, subcontracted activities and supplier-led packages. Quality controls must remain practical, proportionate and clear for each project.

1.3 Professional assurance: High-quality delivery protects client confidence, reduces rework, supports statutory and contractual compliance, improves safety coordination and strengthens Veraxus Ltd's reputation in tender-led and relationship-led work.

2. PURPOSE OF THIS POLICY

The purpose of this policy is to set a clear and practical framework for how Veraxus Ltd defines, manages, checks and improves quality across company activities.

- **Clear standards:** set expectations for workmanship, project control, inspection, documentation and handover.
- **Risk reduction:** reduce defects, omissions, rework, avoidable disputes and programme disruption.
- **Client assurance:** demonstrate a controlled approach suitable for commercial, residential, landlord, insurance and public sector environments.
- **Continuous improvement:** capture lessons from inspections, feedback, non-conformances and project outcomes.

Policy position

This policy forms part of Veraxus Ltd's wider governance framework. It supports project control, health and safety coordination, document control, procurement, subcontractor management and professional client communication.

3. GUIDANCE ALIGNMENT

This policy is informed by recognised quality management principles and relevant UK construction compliance expectations. It is not a certification claim unless Veraxus Ltd obtains and separately states a formal certification.

Reference basis	How it informs this policy
ISO quality management principles	Customer focus, leadership, engagement of people, process approach, improvement, evidence-based decisions and relationship management are reflected in the company's quality controls.
UK Building Regulations and Approved Documents	Work must be planned and checked against applicable regulatory requirements, approved drawings, specifications and competent technical guidance.
CDM 2015 and HSE construction guidance	Quality controls must work alongside safe planning, competence, coordination, information flow and responsible construction management.

4. SCOPE OF THIS POLICY

This policy applies across Veraxus Ltd operations wherever work quality, project records, workmanship, supplier inputs or client-facing outcomes may be affected.

Area covered	Quality expectation
Construction and refurbishment works	Physical works should meet agreed scope, drawings, specifications, tolerances, manufacturer instructions and suitable workmanship standards.
Project management and site operations	Planning, supervision, sequencing, inspections, coordination of trades and progress control should be managed so that quality is not left to chance.
Procurement of materials and services	Materials, plant, equipment and subcontracted services should be suitable, compliant, ordered correctly, checked on arrival and protected until use.
Stakeholder engagement	Clients, consultants, principal contractors, subcontractors and suppliers should receive clear information so requirements and acceptance criteria are understood.
Office, site and remote working	The policy applies to site activity, documentation, quotations, tenders, records, emails, cloud files and internal governance.

Personnel covered

This policy applies to directors, employees, workers, contractors, subcontractors, consultants, suppliers and any person carrying out work for or on behalf of Veraxus Ltd where their activity may influence quality.

5. QUALITY OBJECTIVES

Objective	Practical application
Deliver to specification	Confirm the agreed scope, drawings, schedule, specification and acceptance criteria before starting work and verify compliance before handover.
Comply with legal and contractual duties	Align works with applicable Building Regulations, statutory obligations, contract requirements, RAMS, manufacturer guidance and competent advice.
Reduce defects and rework	Use planned inspections, competent supervision, clear instructions, hold points and prompt correction to avoid preventable failures.
Protect client satisfaction	Communicate clearly, manage changes transparently, respond to concerns professionally and leave complete, traceable records.
Improve consistently	Review feedback, site issues, inspection records and lessons learned to strengthen future planning and delivery.

Objective control note

Quality objectives should be specific enough to guide work and measurable enough to review. On larger projects, objectives may be supported by inspection plans, checklists, snagging logs, handover records and supplier performance reviews.



6. MANAGEMENT COMMITMENT

Senior management is responsible for setting the tone that quality is everyone's responsibility. Veraxus Ltd will ensure that quality requirements are understood, resourced and embedded into project planning and delivery.

Leadership and direction Define expectations, responsibilities and standards before works commence, and support site teams in resolving quality issues quickly.	Resources and competence Provide suitable personnel, tools, supervision, materials, equipment and training proportionate to the work being delivered.
Performance monitoring Review inspections, feedback, defects, supplier issues and project records to identify trends and improvement actions.	Compliance assurance Ensure operations consider legal, regulatory, contractual and client-specific requirements, including documented evidence where required.
Management control note Management review should focus on practical evidence: whether work was delivered to scope, whether defects were controlled, whether records support the finished work and whether any improvement action is needed for the next project.	

7. QUALITY MANAGEMENT SYSTEM

Veraxus Ltd will maintain a proportionate quality management system that defines how the company plans, delivers, verifies and improves work. The system may develop as the company grows and as tender, client and project requirements become more demanding.

QMS control	Expected operation
Documented procedures	Critical activities should have clear instructions, records or checklists where consistency and evidence are required.
Document control	Drawings, specifications, RAMS, revisions, instructions, inspection records and handover files should be current, accessible and identifiable.
Process management	Key processes should include checks, approvals, hold points and escalation routes proportionate to project risk.
Risk-based thinking	Potential quality risks should be considered during enquiry, tender, mobilisation, delivery and handover.
Corrective action	Defects and non-conformances should be contained, corrected, recorded and reviewed so the same issue is less likely to recur.

8. ROLES AND RESPONSIBILITIES

Role	Quality responsibility
Directors / Management	Set objectives, approve this policy, allocate resources, review performance and ensure quality controls remain suitable for company operations.
Site managers / supervisors	Implement site controls, brief operatives, coordinate trades, check work, maintain records and escalate issues that may affect quality.
Employees and workers	Follow approved instructions, use suitable materials, take responsibility for workmanship and report defects, unclear information or risks promptly.
Subcontractors	Provide competent resources, comply with Veraxus Ltd and project requirements, cooperate with inspections and correct non-conforming work promptly.
Suppliers	Supply materials and services that match the order, specification, certification and delivery requirements, and respond to quality concerns quickly.

Accountability note

Clear roles prevent gaps in quality control. Where work is subcontracted, Veraxus Ltd remains responsible for setting expectations, checking interfaces and maintaining appropriate evidence for the client or principal contractor.

Role evidence point	Typical quality record
Before work starts	Current drawing, specification, briefing, risk controls, material approval and access constraints understood.
During works	Progress photos, inspection notes, issue logs, variation records and supervisor checks maintained where proportionate.
Before handover	Snag close-out, certification, warranties, O&M information, maintenance guidance and client acceptance records gathered where applicable.

9. PROJECT PLANNING AND CONTROL

Quality should be planned before works begin. Veraxus Ltd will use proportionate project controls to define requirements, identify risks, manage changes and verify delivery at suitable stages.

Planning control	Required quality action
Requirement definition	Confirm scope, specifications, drawings, site constraints, access rules, acceptance criteria, programme needs and client expectations.
Specification review	Check information for completeness, buildability, conflicts, missing details and dependencies before committing to delivery assumptions.
Risk identification	Identify quality risks such as hidden substrate issues, access constraints, sequencing problems, material lead times or trade interface risks.
Resource planning	Allocate labour, supervision, materials, plant, equipment, access, protection and inspection time suitable for the work.
Change control	Record variations, revised instructions and technical clarifications so work is delivered against the latest agreed information.



10. PROCUREMENT AND SUPPLIER MANAGEMENT

Purchased materials, subcontracted services and specialist inputs can directly affect project quality. Veraxus Ltd will manage procurement so that specified, suitable and compliant resources are selected and checked.

Control area	Practical requirement
Supplier selection	Consider competence, capacity, reliability, certification, technical suitability, commercial risk and prior performance where relevant.
Material approval	Confirm products against specification, standards, manufacturer data, warranties, compatibility and intended use before installation.
Delivery inspection	Check delivered goods for correct type, quantity, damage, certification and storage requirements before they are accepted for use.
Storage and protection	Protect materials from weather, contamination, impact, theft, moisture, heat or incorrect handling that may compromise performance.
Supplier performance	Review repeated defects, late deliveries, certification issues, poor communication or failure to correct problems.

Material control note

Materials should not be used simply because they have arrived on site. Suitability, condition, certification, compatibility and installation requirements should be checked before use, especially where the work will later be concealed or difficult to rectify.

Procurement evidence	Purpose
Product data / certification	Confirm suitability, compliance, warranty conditions and installation constraints before use.
Delivery and condition check	Record incorrect, damaged or unsuitable materials before they enter the works.
Supplier feedback	Capture repeated supply issues so future orders and supplier choices improve.

11. CONSTRUCTION QUALITY CONTROL

Site control	Expected standard
Briefings and work instructions	Personnel should understand the task, specification, drawings, RAMS, sequence, protection requirements and acceptance criteria.
Supervision	Work should be supervised at a level proportionate to complexity, risk, competence and client requirements.
Work verification	Checks should confirm dimensions, preparation, substrate condition, installation method, interfaces, finish and compliance before progression.
Protection of completed works	Finished or partly finished works should be protected from damage, contamination, weather, other trades and premature use.
Snagging and completion	Defects should be recorded, prioritised, corrected and closed out before final handover where reasonably practicable.

12. INSPECTION, TESTING AND HANDOVER

Inspection and testing must be proportionate to the work, specification, risk and client requirements. Records should show what was checked, when it was checked, by whom and what action was taken.

Activity	Evidence expectation
Inspection planning	Use checklists, inspection points or ITPs where the complexity, value, risk or client requirement justifies formal evidence.
Stage inspections	Check key stages before works are covered up, progressed, loaded, handed over or made available to other trades.
Testing and certification	Testing should be undertaken by competent persons using suitable methods and calibrated equipment where required.
Handover records	Provide relevant warranties, certificates, O&M information, photographs, snagging close-out records and maintenance guidance where applicable.

13. NON-CONFORMANCE AND CORRECTIVE ACTION

Stage	Required action
Identify	Record any deviation from required standards, drawings, specifications, procedures or acceptance criteria.
Contain	Stop or isolate affected work where needed to prevent further non-conforming work, damage or unsafe progression.
Assess	Consider impact on safety, compliance, programme, cost, warranties, downstream works and client requirements.
Correct	Agree and complete suitable remedial action, then verify that the corrected work meets the required standard.
Learn	Review root cause and update briefing, supervision, procurement, documentation or inspection controls where appropriate.

Corrective action note

Correction alone is not always enough. Where a defect reveals a recurring issue, Veraxus Ltd should consider whether the cause was unclear information, unsuitable material, poor sequencing, inadequate supervision, supplier failure or lack of competence.



14. TRAINING AND COMPETENCE

Only competent personnel should be assigned to work requiring specific skill, experience, qualification, authorisation or supervision. Competence may be evidenced through training, experience, trade background, supervision, induction records or supplier certification as appropriate.

Competence control	Expected approach
Skill development	Provide or arrange training and briefings relevant to trade activities, quality requirements, project controls and specialist methods.
Task allocation	Allocate work to people with suitable competence or supervision for the complexity and risk of the task.
Awareness	Make personnel aware of the importance of current documents, defect reporting, client standards and care for completed works.

15. COMMUNICATION AND DOCUMENT CONTROL

Good communication prevents avoidable errors. Veraxus Ltd will manage project information so that personnel work from the latest agreed details and important decisions are recorded.

Clear instructions Scope, drawings, changes, access constraints and acceptance criteria should be communicated to relevant personnel before work is undertaken.	Controlled records Inspection records, approvals, photos, certificates, technical data, handover files and correspondence should be organised and retrievable.
Revision control Superseded information should not be used for active work. Current revisions and approval status should be clear.	Escalation Unclear, conflicting or missing information should be raised promptly before it affects workmanship or programme.

16. CLIENT SATISFACTION

Client satisfaction is achieved through clear expectations, reliable delivery, professional communication and a controlled approach to issues. Veraxus Ltd will seek to maintain confidence before, during and after the works.

- **Client engagement:** confirm requirements, progress, changes, constraints and quality expectations through appropriate communication.
- **Feedback handling:** review compliments, concerns, snags and post-completion feedback to improve future projects.
- **Issue resolution:** address concerns promptly, professionally and with records showing agreed action and close-out.

Client communication standard Communication should be calm, factual and recordable. Where a concern is raised, Veraxus Ltd should confirm the issue, agree the next action, avoid blame-based language and close the matter with evidence where appropriate.	
Client stage	Quality communication focus
Before works	Confirm scope, access, programme, constraints, protection and expected finish.
During works	Report progress, risks, changes, delays, defects and decisions promptly.
At handover	Confirm snags, close-out, records, warranties, maintenance guidance and any aftercare point.

17. MONITORING AND CONTINUAL IMPROVEMENT

Veraxus Ltd is committed to reviewing performance and strengthening the systems and behaviours that deliver consistent quality outcomes. Improvement should be practical, evidence-based and proportionate to the size and complexity of the business.

Review source	Improvement use
Inspection records	Identify repeated defects, missed checks, weak hold points or training needs.
Snagging and rework	Understand where preventable costs or delays occurred and improve planning or supervision.
Client feedback	Capture what worked well and where communication, finish, handover or responsiveness can improve.
Supplier performance	Review reliability, defects, certification, delays, communication and corrective action response.
Project close-out	Use lessons learned to improve future tenders, RAMS, programme assumptions, procurement and evidence records.

18. COMPLIANCE COMMITMENTS

All activities must be planned and delivered with regard to applicable legal, regulatory, contractual and technical requirements. Compliance obligations may vary by project, location, client, building type, design responsibility and scope of works.

Compliance area	Policy commitment
Building and technical standards	Consider relevant Building Regulations, Approved Documents, British Standards, manufacturer instructions, specifications and competent technical advice.
Health and safety interface	Coordinate quality controls with RAMS, CDM duties, safe sequencing, temporary works, access and protection requirements.
Contractual obligations	Deliver against agreed scope, programme, change control, quality standards, warranties, handover requirements and reporting duties.
Records and evidence	Maintain proportionate records to demonstrate inspections, approvals, tests, corrective actions, handover and close-out.

19. POLICY REVIEW

This policy will be reviewed annually and earlier where required. Review may be triggered by legal or regulatory change, significant organisational change, tender requirements, recurring defects, client feedback, supplier issues, incidents, new systems or changes in the nature of work undertaken by Veraxus Ltd.

**Review approach**

The review is intended to keep the policy practical, proportionate and suitable for Veraxus Ltd's construction, refurbishment, tendering, project administration and business governance activities.

Approval context

The approval section below confirms that this policy has been adopted for company governance, client assurance and operational use. It does not replace project-specific contracts, inspection plans, RAMS, technical specifications or client procedures where those impose additional requirements.

Policy control area	Expected action
Annual review	Confirm the policy still reflects Veraxus Ltd operations, client requirements, documentation practices and quality controls.
Early review	Review sooner where repeated defects, new work types, tender requirements, legal updates, major supplier changes or operational incidents indicate a need.
External issue	Issue the document as a complete controlled PDF so approval details, review information and policy wording remain together.
Quality assurance record	How it supports controlled delivery
Current specification and drawings	Shows the agreed basis of the work and helps prevent delivery from superseded information.
Inspection and snag records	Provides evidence that checks were completed, issues were identified and close-out was verified.
Supplier and material evidence	Supports traceability for products, certification, delivery checks and warranty information.
Client instructions and variations	Records agreed change, commercial impact, programme implications and revised acceptance expectations.
Project close-out learning	Captures practical lessons that can improve future quotations, method planning, supervision and handover.

Operational evidence standard

Records should be proportionate to the work but sufficient to show what was required, what was delivered, what was checked and how any issue was closed. This supports client assurance without turning every project into unnecessary paperwork.

Review trigger	Required response
Repeated snag or defect pattern	Review the relevant method, briefing, supervision level, supplier input or inspection point before similar work is repeated.
New client or tender requirement	Check whether the policy, project checklists, evidence records or handover process need to be strengthened.
New system or supplier	Confirm access control, document ownership, record retention, product certification and warranty responsibilities.
Technical or regulatory update	Review affected work types and update specifications, installation guidance or acceptance checks where necessary.
Material project change	Confirm that quality responsibilities, inspection hold points and communication routes remain clear.
Controlled issue standard	Practical control
Issue a complete file	External copies should include the policy wording, approval section and review information together.
Avoid informal amendments	Changes should be made by issuing a replacement controlled policy, not by editing a signed copy in isolation.
Use current version only	Tender portals, advisers and clients should receive the current approved PDF rather than a draft or partial extract.



20. DECLARATION AND ELECTRONIC APPROVAL

This policy is approved by Veraxus Ltd and applies across company operations. It is intended to support quality management, client assurance, tender readiness, internal governance and professional standards.

Application area	Approval meaning
Company governance	The policy sets the expected standard for quality planning, workmanship, inspection, correction, communication and improvement.
Client and tender assurance	The policy may be issued to clients, advisers, contractors, portals and stakeholders as evidence of quality governance.
Operational use	Personnel should use this policy when planning work, checking materials, supervising site activities, recording inspections and handling handover evidence.
Future improvement	The policy will be reviewed as systems, records, tender requirements, client expectations and business operations develop.

Approval statement: 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.

Approval item	Detail
Name	Alex Stefan
Position	Director
Signature	Alex Stefan
Date	08 May 2026
Document status	Approved
Next review	08 May 2027, or earlier if required

Approval control	Practical meaning
Authority	The policy is approved for use as a Veraxus Ltd company governance and client assurance document.
External issue	The document may be supplied to clients, advisers, contractors, portals and professional stakeholders where evidence of quality governance is required.
Operational use	Personnel should apply the policy when planning works, checking materials, supervising quality, maintaining records and resolving defects.
Review control	Any future update should be issued as a replacement controlled policy rather than informal amendment to the approval page.

Final control check	Expected standard
Complete document	The policy should be issued as a complete PDF so wording, approval and review information remain together.
No informal edits	Externally issued copies should not be altered without replacing the full controlled policy.
Tender issue	Where uploaded to a portal, the signed PDF should be used as the authoritative issue copy.
Responsible ownership	Directors retain overall responsibility for ensuring the policy remains suitable for company operations.

Approval control note

This approval confirms the policy standard at the date shown. The document should be reviewed when systems, legal requirements, tender requirements, business processes or operational risks materially change.

Controlled document note

When issued externally, this policy should be treated as a controlled business document. Any future update should be issued as a replacement policy rather than by informal amendment to the signed approval page.

Website and tender use note

A plain-language website summary may be used for visitors, but where a client, adviser or tender portal requires formal evidence, this signed policy PDF should be provided as the authoritative document.

Completion note

This policy has been prepared as a formal, electronically approved document for controlled use by Veraxus Ltd.