

Quality Policy Statement

We are committed to working collaboratively with interested parties to improve the society we live in by focusing on the quality of the services we provide, ultimately contributing to sustainable communities. In order to fulfil this commitment, we will ensure the maintenance of a comprehensive management system compliant with ISO 9001 or other relevant certification standards, subject to regular review to ensure fitness for purpose, and which supports this quality policy, our quality objectives and encourages a culture of continuous process improvement throughout the business.

This aim will be delivered through the following quality objectives:

- Measure and monitor customer satisfaction, analyse the cause of any complaint and take appropriate action.
- Establishing, implementing, cascading and reviewing group objectives using business plans and strategies to drive continual process improvement.
- Invest in staff development through the provision of training and competency evaluations.
- Identifying and carry out work in compliance with applicable legislation, corporate directives, relevant codes of practice, accepted industry standards and customer requirements.
- Encourage the workforce to identify problems and make suggestions to improve all aspects of our working practices.
- Monitor and measure the effectiveness of our business processes and company objectives through our management review and internal audit.
- All suppliers or contractors working on our behalf will be regularly monitored and their performance reviewed to ensure they are operating within our requirements.

This policy statement will be reviewed annually by our leadership team, communicated to all of our employees and made available to interested parties.



Neil Edmond

Chief Executive Officer (CEO) - Corserv

Approved: 30th September 2025 / Expires: September 2026