

## Quality policy

*Better air for the built environment*

Scope: "The specification, design, manufacture, supply, installation, refurbishment and maintenance of ventilating equipment, which includes heating, air conditioning, refrigeration, dehumidifying machinery, and control systems"

Together we are committed to achieving customer satisfaction to generate long-term customer loyalty and sustainable, profitable growth. By working tirelessly with our customers, partners, and colleagues to keep everyone safe every day.



We will continue to **InVEST** in our people, ensuring they have a growth mindset to help deepen our competitive advantages, always seeking opportunities to learn and improve.

### Quality objectives

(Measurements and targets (KPIs) are attained in the strategic plan and the balance scorecard)

- Increase the number of major accounts to represent our total sales and revenue
- Increase the value of specialised sectors
- Improve customer, partner, and employee safety
- Meet on time, first time delivery
- Improve operational effectiveness
- Establish an employee growth mindset
- Improve Customer satisfaction

Reviewed twice yearly by the leadership team, we seek to continually improve the effectiveness of our Quality Management System, quality objectives and establish new objectives in line with our company's strategic goals, targets, and vision. The quality policy and objectives are built into our daily focus departmental plans, development projects, and monthly reporting against Key Performance Indicators (KPIs).

All VES employees must have sound knowledge of the company policies, be familiar with the processes and procedures applicable to their area of work and display a high level of competency.

The quality policy is issued to all new employees during their induction program and is communicated to all current staff members on a regular basis via Microsoft Team briefings. The information is recorded and captured on the fan of success boards which have been visually displayed throughout the departments of VES.

John Peters

Managing Director

Date: 02/11/2022

**Safety starts with me; We communicate; We act with purpose, we act now; We think customer; We develop and grow; We work as a team**