



QUALITY POLICY STATEMENT



With a growing knowledge and experience in construction and facilities management across a variety of sectors, V3 FM is committed to embedding the importance of quality assurance [QA] into its business model, ethos and culture. V3 FM recognises the important role it has to play in the provision of a built environment construction, development and property maintenance service in the UK – as defined within its scope. The operational functions of V3 FM are supported by a robust system of QA processes and quality objectives in aiming to demonstrate that:

- Customer focus is fully considered and customer satisfaction maintained
- Customer requirements are reviewed against business resources and capabilities
- Operational processes and planning activities are established for product and service delivery to achieve intended results
- Service delivery standards are measured against agreed specifications, including UKCA, CE and other testing protocols
- Outputs and trends are analysed and reported
- Leadership and commitment with respect to the management of quality assurance (and related) controls is evident and that sufficient resources are deployed to support this
- Competence and professional development opportunities are identified
- Markets and technology are researched to allow the business to offer innovative solutions to customer-related needs and supply chain demands.

V3 shall issue information, guidance, equipment and/or training (as necessary) in accordance with its operational remit. V3 is committed to meeting the compliance obligations of industry standards and applicable requirements, including (i) internal and contractual operational protocols, (ii) legal and statutory duties, and (iii) BS EN ISO 9001:2015, through:

- The effective application of established policies, programmes and objectives in relation to quality assurance management
- The discharge of proportionate control measures to enhance the continual improvement of processes and reduce quality assurance risks, and
- The provision of assurance of conformity per standardisation requirements to employees, sub-contractors and interested parties.

Senior Management shall review this policy annually and/or to meet changing demand(s) following consultation with its workforce. This policy shall be documented, implemented and maintained appropriately and in accordance with the nature of activities and size and scope of contractual arrangements. Senior Management shall ensure that this policy is accessible, communicated, understood and applied across all functions of the organisation – and distributed to external stakeholders and interested parties, as appropriate.

Tom Gent
Chief Executive Officer

Quality Policy



Doc
Issue
Date
Quality Policy
2 / AY
01/01/2025

Document history

Date	Section	Page	Issue	Reason for change
18/12/2024	Objectives	1	1	Insertion of standard testing protocols [DP]
01/01/2025	Policy	1	2	Revision of scope [AY]

NOTE: This policy document is issued on behalf of V3 Group Ltd and its subsidiary companies.