

## QUALITY POLICY APRIL 2025

Verde Services is aiming to become one of the leading innovators in efficient energy provisions, designing, building, operating and maintaining market leading low-carbon energy solutions ensuring safe project delivery in every operational area.

We recognise the importance of achieving excellent standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business. We also recognise the need to strive for improvement and, through our management systems, continually provide a framework for setting a high standard of documentation, support and advice to ensure the organisation works consistently.

We expect everyone working for us, or on our behalf, to strive to achieve and maintain the highest standards of quality performance at all times to comply fully with the provisions of this policy and our management system, and detail our arrangements for quality which can be summarised as:

### WE WILL:

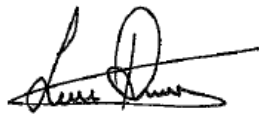
- Engage with our customers, build trust and relationships, and always meet or exceed their expectations.
- Deliver our projects and services within time and cost in a reliable, predictable and repeatable manner, setting measures to enhance our performance and meet our stated objectives.
- Provide high levels of customer care and enhance customer satisfaction by encouraging regular customer and stakeholder feedback to help us continually improve our services.
- Continually improve our commercial and technical performance.
- Develop staff potential through career investment opportunities, training and knowledge sharing to ensure roles and responsibilities are clearly understood, lessons learnt, and competence levels maintained.
- Encourage and facilitate a culture of evaluation (both qualitative and quantitative), learning and improvement to drive more effective working methods.
- Improve the effectiveness and efficiency of our processes and quality management framework by setting measurable objectives, analysing feedback and measuring and finding better ways of working.

- Continue to use and develop our processes to reduce business risk, ensure we meet all relevant requirements, and deliver them consistently.
- Use clear indicators to measure performance, drive continuous improvement, and remove waste from our processes.
- Have robust communication of lessons learnt and best practice to help drive continual improvement.

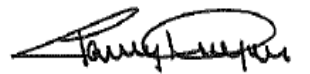
As part of our commitment, we will communicate this policy to all employees and organisations working on our behalf and ensure the latest version is available on our website for interested parties to view it openly as appropriate.

### **DIRECTORS APPROVAL**

This statement has been approved by the Directors who will review and ensure it is updated annually.



Luke Dwyer



Gary Dwyer