

Quality Policy Statement

Vitruvius Management Services Limited provides specialist Project, Commercial and Construction Management Services and operates a Management System meeting the requirements of **ISO 9001:2015**. We are committed to providing services which completely satisfy the expectations of our customers and all other interested parties.

The company implements documented procedures for all functions aimed to meet requirements of the Standard and which provide a framework for establishing, reviewing and continuously improving our management system objectives throughout our business to:

- Foster a mind-set with the objective of consistently providing quality products and services which meet and exceed client and customer expectations in all respects, making us a trusted and preferred partner and supplier.
- Control and continually monitor all projects undertaken, alongside selection and performance monitoring of suppliers against set criteria;
- Continuously challenge and actively promote a culture of continuous improvement throughout the Company, where targets/objectives are set periodically and reviewed annually;
- Regular gathering and monitoring of customer feedback and complaints.
- Comply with all applicable statutory and regulatory requirements, with regular audits of our internal processes and review of our Quality Management System to ensure its effectiveness and achieve the stated policy objectives.
- Ensure all Company personnel are fully trained and competent to carry out their assigned tasks. Measurable quality objectives which reflect our business aims and vision; and
- A corporate and ethical culture where our employees have a commitment to continual improvement in a safe, respectful and rewarding work environment.

The Managing Director has the authority and responsibility to ensure that documented systems and procedures are prepared, maintained and implemented in line with compliance of company policy, customers' requirements, all other interested parties and our management system. They shall also ensure that any amendments to the Standard referred to above continue to be reflected in our management system.

In our quest for excellence and continual improvement, Vitruvius Management Services Ltd and the Managing Director will drive continual improvement and ensure that all staff are suitably trained and are provided with the appropriate resources to meet customer and interested party requirements and expectations as well as statutory and regulatory requirements. We ensure effective implementation and maintenance of our management system through the Internal Audit process.

This policy is in line with our documented and implemented 'Integrated Management System' and has been established, agreed and endorsed by the Directors of Vitruvius Management Services Limited.



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