

Commitment to Quality Policy

Viridian Consulting Engineers Limited specialises in providing building services and energy efficiency consultancy advice. Our mission is to provide clients with innovative sustainable solutions for the built environment and assist them in saving energy and reducing carbon emissions. Viridian takes its name from the Latin *viridis*, meaning "green" and has been specifically chosen to reflect the principles and engineering ethos of our business.

It is our policy to provide our customers with a service that fulfils their specified requirements. By applying a cyclical approach to the reporting and analysis of performance, identifying opportunities, and making enhancements to processes, products, and service delivery, we ensure a continuous improvement approach across all aspects of our operations. Our integrated quality and environmental management system is deemed robust and remains fully compliant with the requirements of ISO 9001:2015 and ISO 14001:2026, all elements have been structured to incorporate organisational context.

The management system supports adherence to the following principles:

- 1) Full commitment of all personnel to deliver a high quality of service and improve customer satisfaction. It is also our intention to monitor customer satisfaction by collecting and analysing feedback from our customers.
- 2) Full commitment of all personnel to continuous improvement, by encouraging ideas, collectively identifying objectives and by having collective involvement in the implementation of improvement projects.
- 3) Full commitment to meeting customer requirements as well as any applicable regulatory and statutory requirements. We shall ensure compliance with all legal and other standard requirements relevant to our activities.
- 4) Full commitment to continually improving our management systems. Achieved by operating a program of regular reporting, internal audit and management review; where change is identified this is progressed monitored through a recorded Management Action.
- 5) Full commitment to the ongoing training and development of workers. By setting objectives to help improve our business and providing a framework for the provision of the effective training and development of our staff.
- 6) Full understanding by all workers of long-term importance of achieving customer satisfaction and meeting all standards and requirements.
- 7) Appraisal and checks on all outsourced services and appropriate evaluation to ensure our approved suppliers understand and meet our quality requirements.
- 8) All workers are aware of and follow our integrated management system, associated procedures and policies and understand the process of continual improvement of our Management Systems.

The Provision of Mechanical and Electrical Consulting Services Including Design and Onsite Monitoring and Commissioning and the Provision of Energy Assessments from offices at Lloyd Street, Manchester and Menai Science Park, Anglesey.

The requirements of clause 7.5.1 for Monitoring and Measuring Resources is excluded from our system

We take the commitment to all our interested parties, the environment and Health and Safety seriously and we are dedicated to maintaining and improving upon the highest levels of service and social responsibility.

Quality objectives are reviewed and set at least annually during management review when this and all other policies are also reviewed and approved.

All policies are communicated and made readily available to our staff as well as any other interested parties on request.