

# QUALITY POLICY



## VGRP-16-v1

Vital GRP is committed to supplying GRP products that are assured to meet our customers' requirements.

**Our overriding objective is to ensure our customers' satisfaction with the performance, reliability, quality, support, value for money and timely delivery of the goods and services we provide.**

The continual development and operation of our Quality Management System (ISO 9001:2015) is the chief means employed to achieve this objective, ensuring that shortcomings and deficiencies are thoroughly investigated and corrected, risks are mitigated and that our suppliers and personnel are motivated and directed towards making continual improvement.

We are:

- Committed to continual improvement
- Committed to achieving total customer satisfaction
- Committed to evaluating the effectiveness and applicability of the QMS by continual process-auditing

We have:

- Established objectives and targets to measure Company performance
- Ensured that the relevant skills exist at all levels in order to meet the Company's Quality objectives and targets
- Ensured that all buildings and construction work delivered to our customers are fit for their intended purpose, delivered safely and free from defects

We do:

- Encourage feedback from our customers with regard to our products and services
- Ensure we meet with relevant statutory, legislative and regulatory requirements for all building work
- Ensure that products and services supplied are consistent with agreed/specified requirements
- Ensure all statutory and regulatory requirements applicable to the product we deliver are in place

Though the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded throughout the Company.

A handwritten signature in blue ink that reads "K Webb".

Kevin Webb  
Managing Director  
06/05/2025

### FOR MORE INFORMATION

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