

Voltix Services Ltd

Hayworthe House
Market Place
Haywards Heath
RH16 1DB



Tel: 020 3510 2016

Quality Policy

Voltix Services Ltd is committed to the goal of achieving the highest standards of quality. Quality forms the basis of our team values and is the cornerstone upon which we build long lasting relationships, which are essential to our clients' success.

The client's perception of Voltix Services Ltd and services is the lens through which quality will be evaluated in the marketplace. Our goal is to deliver value to clients each time we interact with them and their representatives. We listen to client feedback and use the insights to improve our clients' experiences and quality. The client's decision to choose and recommend Voltix Services Ltd to their business partners, colleagues and friends will be part of how Voltix Services Ltd measures its' success.

The Senior Management Team is responsible for understanding how clients interact with the Company, for defining measurements and improvement of targets, and for driving actions to achieve quality goals.

In support of this:

- We are committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- We recognise that employees are our key asset and that their full involvement enables their abilities to be released to the benefit of the customer and our business.
- We understand that desired results are best achieved when activities and resources are managed as interconnected processes.
- We strive for continual improvement across the business through our annual targets and objectives.
- We aim to make business quality decisions based upon objective data or information.
- We recognise that our relationship with any external providers should be mutually beneficial, enhancing the ability of both parties to create value.
- We aim to satisfy parties interested in our activities and meet any social, environmental, regulatory and legislative responsibilities.

This policy is available and communicated to all in the business as well as being made available to other interested parties as appropriate.

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Signed:

A handwritten signature in black ink, appearing to read "Brian Sydney", written over a light grey circular stamp.

Name: Brian Sydney
Title: Managing Director
Dated: 22.01.2021