

Quality Policy



Policy Scope: This policy and the subsequent requirements relate to all employees and business functions. This policy satisfies the requirements of ISO 9001:2015 and it is the responsibility of all individuals under the employment of Novus Property Solutions Limited to ensure on-going compliance with the relevant procedures.

We operate our business activities to meet the requirements of a certified ISO 9001:2015 Quality Management System. Management ensure that it is fit for purpose and identify how it will evolve and develop as an integral part of business operations.

At Novus, the support of our employees is vital to ensuring the business operates in a responsible manner within relevant legislative requirements, company procedures, applicable standards and contractual arrangements. We are completely committed to empowering our people, encouraging them to reach their full potential, and to delivering outstanding quality to all of our customers.

Leadership

Leading by example, management across the organisation take an active role in the Plan, Do, Check, Act process to ensure continual business improvement through strong leadership. Management reviews are completed on an annual basis using the management review agenda. This is formally recorded and attended by business leaders and senior management.

Under the JSSH risk management framework, the Head of Internal Audit will provide additional information which will form part of the Management Review.

Management Review outputs are utilised to determine the objectives and targets for the following year to drive continual business improvement.

This approach is governed via:

- ◆ Planning NPS-CSP 008
- ◆ Management reports
- ◆ Management review
- ◆ Objectives and target setting
- ◆ Objectives and target tracking

Customer Requirements

Our tender and bid processes ensure that customer requirements are clearly understood and are delivered to specified standards, in line with our commitment to delivering quality.

Procedures for completion of works are in place to ensure that; feedback is gained from the client regarding performance on the contract and if applicable, post-delivery meetings are held with the clients and customers.

The work order status is not updated to 'Completed' on our management systems until the final account has been received, to ensure that in work orders remain live until defect free status is confirmed. Warranties are also issued where appropriate and industry standard contracts are executed when required.

This approach is governed via:

- ✦ Creation and maintenance of risk registers for bids/tenders
- ✦ Adoption of COINS financial accounting system
- ✦ Customer satisfaction surveys

Practical Application of the Policy

As part of the Novus organisation you have a commitment to:

- ✦ Comply with all relevant requirements and continually strive to improve the effectiveness of the Quality Management System.
- ✦ Identify the risks and opportunities that impact our business and use these to implement improvements and integrate these with the JSSH risk management framework.
- ✦ Ensure that the work delivered for our customers fully satisfies their requirements and that outcomes are monitored and measured utilising the relevant delivery management digital tools (OneServe and ProCore).
- ✦ Maintain the level of appropriate training and competence of all staff involved in delivering quality improvements.
- ✦ Ensure works are completed in compliance with defined standards and our internal procedures.
- ✦ Develop defined communication channels and establish review meetings.
- ✦ Measure and analyse data in a positive manner and use these results to continually improve the Quality Management System.

Our Directors and management teams are committed to the maintenance and continual improvement of our Quality Management System. Responsibilities and authorities are assigned to each functional position within the business to ensure that the Vision, Mission Statements and Policies are understood and adopted by the relevant teams/departments.

Further detail as to the interactions of the Quality Management System can be found within the Company System Manual NPS-CSM 001

Responsibilities

All staff are responsible for ensuring that the minimum standards established within this policy are adhered to in line with their specific role and responsibilities.

This policy statement forms part of the Novus Property Solutions Limited Quality Management System. It will be reviewed at regular intervals and be communicated to all staff and interested parties as required.

It is the responsibility of all employees to ensure compliance with the relevant business policies, procedures and processes. The Board takes an active role in reviewing key management information to ensure that risks and opportunities are identified and suitable actions are taken to facilitate business improvement.

The Head of SHEA is responsible for communicating this policy, for providing support to managers and for ensuring the maintenance, regular review and updating of this policy.

The Policy is available on the company website, company intranet, office noticeboards and is displayed within site cabins, where employees do not have intranet access.

This policy does not give contractual rights to individual colleagues.

Authorised by:


 Chief Executive Officer

Document History:

| Version | Issue Date | Review Date | Author | Comments |
|---------|---------------------------|---------------------------|------------------|--|
| A | July 2017 | July 2018 | Laura Brown | Policy revised to meet ISO 9001:2015 requirements |
| B | January 2019 | January 2020 | Paul Gibson | Policy revised to meet company template |
| C | July 2019 | July 2020 | Paul Gibson | Policy revised to meet new company template |
| D | 22 nd Nov 2019 | 22 nd Nov 2020 | Paul Gibson | This policy does not give contractual rights to individual colleagues added. |
| D | 22 nd Nov 2020 | 22 nd May 2021 | Jennifer Bragg | No changes. Short review date due to restructuring. |
| E | June 2021 | June 2022 | Blair Birrell | Leadership section updated. New policy format. |
| F | September 2021 | September 2022 | Adrian Honeywell | Amendments made to policy scope. |
| G | April 2022 | September 2022 | Edward Hawksey | Amended to reflect change of Head of SHEA. |
| H | October 2022 | October 2023 | Blair Birrell | Reviewed with no changes. |
| I | October 2023 | October 2024 | Edward Hawksey | Amended to reflect alignment to JSSH risk management framework. Reference to digital management tools added. Responsibilities for communication of policy changed from Environment and Quality Manager to Head of SHEA |
| J | January 2024 | October 2024 | Edward Hawksey | Reviewed and authorised by new Chief Executive Officer, Lee Hartley. |