

## Quality Statement of Policy

Neuven Solutions is fully committed to a policy of quality management within the company and a philosophy of improvement in all its operations. We recognise that adopting this approach gives us great commercial strength and that our commitment to a quality approach is not an optional extra.

Our mission is to continuously engage our customers and colleagues with honesty, respect and excellence by being passionate and innovative, give our clients the best and most flexible world class service within the neutral vendor, audit and compliance sectors.

To support our mission, we will ensure that all necessary resources are available to maintain this Integrated Management System and to improve its effectiveness.

Our employees are our greatest asset and we aim to give them every opportunity to use their skills and experience to improve the quality of the service we provide. To this end, Neuven shall ensure that all personnel have the appropriate skills, competence and awareness to fully meet the requirements of this policy.

We want all our people to be committed to quality, to recognise its importance, and to act accordingly and we recognise that it is our responsibility to provide them with the means and the motivation to do so.

Quality objectives shall be established, both strategically and individually, throughout the business. These objectives shall be reviewed on a regular basis via regular management meetings and feedback both from and to personnel within the business.

Neuven's overall objectives are:

- Meeting high service levels for both clients and Vendor Partners
- Ensuring our Vendor Partners treat candidates with respect
- Ensuring our Vendor Partners treat candidates equally
- Complying with all legislative requirements
- Proactively identifying areas for improvement
- Gaining regular feedback from end users on the quality of our service
- Gaining regular feedback from end users on the quality of candidates

We shall not rest on our achievements but will continue to make quality a fundamental part of our policy, strategy and operations. We recognise that customers' expectations and perception of the quality of service we provide do not stand still and we are committed to meeting and exceeding wherever possible those expectations. To realise this commitment, we will work with both our suppliers and customers to ensure the highest standards of quality are both achieved and maintained.

Neuven Solutions will ensure that this policy statement is briefed, understood and implemented at all levels within the company.

This policy will be reviewed annually as part of the Management review process, to ensure its continued relevance and adequacy.



John Simmonds CEO