



## QUALITY POLICY

**Venture Properties Group Ltd** see Quality as one of the key drivers within our business. We strive to ensure that every aspect of our development is procured to the highest quality.

We ensure that our development partners are fully aware as to the level of quality which is expected from us.

We ensure that there are regular meetings held for each project with our clients, development partners and stakeholders to monitor quality throughout the procurement of the scheme. Quality is not just measured aesthetically, but also by a number of key drivers:

- Efficiency and budget control
- Methods of construction
- Health and Safety
- Defects/Snagging
- Stakeholder and local community/LA feedback

We ensure that our staff are appropriately trained in all aspects of quality expectations. We have procedures in place to periodically review and improve quality performance.

We ensure that at Practical Completion, that there is a formal handover to the Client with the expected suite of documentation - all O & M manuals and H & S information including all relevant certificates, manuals, guarantees, warranties etc.

We also recognise that the post handover stage is as important as the original works and that satisfying a Client's reasonable expectations is of paramount importance. Client and Customer satisfaction feedback therefore is a key issue to us and we actively encourage stakeholder feedback on each project.

A handwritten signature in black ink, appearing to read "Matthew Moore".

Matthew Moore  
Director  
October 2020