

## Quality Policy Statement

This Policy represents the position of the business on this topic. Compliance with this Policy is mandatory through aligning the processes and people that we employ to the behaviours and commitments below.

The aims of this policy are to ensure that:

This policy sets out Synergize's commitment to quality. It applies to our entire work force and contractors along with covering all our operations including our offices, customer sites and any location where Synergize plans and delivers a service to its customers and clients.

### Policy Objectives

We are committed to delivering a 'right first time' service to our customers through a commitment to a comprehensive quality policy. To this aim, our objective is to provide a professional service carried out in line with our defined processes and company procedures. Within this policy we are committed to operating the company under the disciplines and control of a quality management system conforming to the highest standard.


### Responsibilities

The Synergize Board is responsible for ensuring that this policy is reviewed annually and correctly implemented.

Our Managing Director and SLT, along with managers are responsible for ensuring that the policy is communicated, understood by all employees and we have the organisation and resources in place to help us achieve our goals relating to the company's quality objectives.

### Synergize Ltd Quality Policy is to:

- Manage all aspects of quality through the Synergize quality management system (QMS) and to continuously monitor and improve the system through:
  - Annual management reviews
  - Internal process auditing
  - External quality management auditing and certification renewal
- Clearly define all operational processes in the company that have a direct impact on service delivery and customer satisfaction.
- Provide the necessary information, training and supervision to ensure a well-trained competent workforce, using industry best practice.
- Measure and monitor feedback from both customers and employees.
- Deliver our services that meets client expectations and provide high overall performance.
- Provide a value for money service.
- Deliver our service with full regard to Health and Safety.

Name	Mark Loftus	Date	26/11/2025
Signature		Position	Managing Director