

Axis Europe Quality Policy

At **Axis Europe**, we are dedicated to enhancing and maintaining the properties of our clients to the highest possible standard. Our commitment to customer satisfaction and long-lasting, mutually beneficial relationships lies at the core of our operations. We strive to not only meet but exceed expectations, ensuring a service that leaves a lasting, positive impact on our clients and their properties.

We are committed to the following principles:

1. Delivering Exceptional Quality

We aim to go beyond satisfying the fundamental needs of our clients by providing a high-quality, reliable service that consistently exceeds expectations. Our goal is not just to meet standards but to deliver a service that genuinely delights, through attention to detail, professionalism, and a focus on long-term property improvement.

2. Customer-Focused Objectives

We set clear, measurable objectives across all areas of our business that focus on understanding and responding to the specific needs of our clients. These objectives ensure that customer requirements are prioritised at every level, and that the feedback we receive is used to drive continual improvement. We maintain open and transparent communication with our clients, ensuring that their voices are heard, and their needs are met efficiently.

3. Continuous Improvement and Innovation

We are committed to the ongoing enhancement of our services, processes, and the skills of our team. Through a proactive approach to quality management, we seek to improve efficiency, reduce errors, and adopt innovative practices that enhance the overall customer experience. Regular training, internal audits, and performance reviews ensure that we remain at the forefront of the industry, delivering work that meets the highest standards of quality and professionalism.

4. Empowering Our Team for Quality Excellence

We believe that quality is everyone's responsibility. Every individual at Axis Europe is empowered to take ownership of the quality of their work and contribute to the overall excellence of our service. We foster a culture of accountability, collaboration, and pride in the work we do, ensuring that our team is equipped with the skills, knowledge, and resources to provide a first-class experience to our clients.

5. Compliance with ISO 9001:2015 and Regulatory Standards

To ensure the consistent delivery of quality services, we have implemented a comprehensive Quality Management System (QMS) that complies with the ISO 9001:2015 standard. Our QMS is designed to monitor and improve all aspects of our operations, ensuring that we meet not only the expectations of our clients but also all relevant legal and regulatory requirements. We regularly review and update our processes to maintain compliance and adapt to changes in the industry and regulatory landscape.



This policy underpins our dedication to delivering superior service and is regularly reviewed to ensure it remains aligned with our clients' needs, industry developments, and regulatory obligations.

Chief Executive Name

Richard Morris

Chief Executive Signature

A handwritten signature in black ink, appearing to read 'R Morris', is contained within a light grey rectangular box. Below the box is a horizontal dashed line.

Date

31st January 2025