Quality Policy

The scope of this quality policy and relating quality management system (QMS) documentation covers The Wigley Group Ltd businesses, including Virtus Property Services Ltd and Waterloo Capital Ltd, which for ease, will be denoted as 'the company' within this document.

These companies are dedicated to ensuring that the applicable requirements of ISO 9001:2015 as well as those of all applicable internal and external interested parties, are fully implemented across the companies and that all members of staff across the companies and the Board are committed to the processes and procedures that are in place to improve overall performance and provide a sound basis for sustainable development initiatives and continual improvement.

This commitment is demonstrated through:

- Providing adequate resources for the successful delivery and ongoing commitment to the standard
- Communicating the importance of the quality management system
- Leading in the everyday delivery of the requirements of the quality management system
- Ongoing promotion of continual improvement
- Taking accountability for the effectiveness of the QMS
- Promoting the process approach throughout the companies

The quality management system, quality objectives and supporting documentation are developed in line with the company's objectives, ensuring synergy with the strategic direction and context of the organisation. These objectives are as follows:

1. To create long term relationships
2. To engage with our portfolio of occupiers
3. To engage and collaborate with our business partners
4. The constant pursuit of high standards
5. To deliver successful award-winning projects that beat client expectations, in order to build a profitable and successful business that will provide employment over the long term

All Directors have overall responsibility for the delivery of the QMS in line with the requirements of ISO 9001:2015 for Virtus Property Services Ltd. The registered directors of each company take overall responsibility for the compliance of the QMS in line with the requirements of ISO 9001:2015.

All directors have made a commitment to provide all resources (financial, time, training, support) in achieving the quality objectives set and to ensure that the requirements of the management system are integrated into business processes. All named responsible individuals will ensure that the integrity of the QMS is maintained when changes to the management system are required due to audit findings as well as company changes.

Further information relating to the QMS is available upon request.

James Ellerington, Director
The Wigley Group Ltd
Virtus Property Services Ltd
Waterloo Capital Ltd

Signed:

Date: 4/09/26

Claire Lynch, Director
The Wigley Group Ltd
Virtus Property Services Ltd
Waterloo Capital Ltd

Signed:

Date: 04/09/2026

Chris Parsons, Director
Virtus Property Services
Waterloo Capital Ltd

Signed:

Date: 04/09/2026

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