GOV-001
Quality Policy

V 1.0 May 2026

Version	Date	Author	Changes Made	Next Review
1.0	01 May 2026	HR & Ops Director	Initial policy issue	01 May 2027

Policy Overview

At Venture, we are committed to delivering high-quality services and solutions that consistently meet customer requirements, create long-term value, and support the sustainable growth of our business.

Our Quality Management System (QMS) is aligned with ISO 9001 and provides the framework through which we manage our processes, people, performance, risks, and continual improvement activities. The QMS supports Venture's strategic objectives and ensures quality is embedded across all areas of our business.

Commitment

We are committed to:

Customer Success
Understanding, meeting, and where possible exceeding customer requirements and expectations through reliable delivery, trusted partnerships, and measurable outcomes.

Quality & Operational Excellence

Delivering consistent, high-quality services through defined, controlled, and continually improved processes, including the application of our delivery methodologies, standards, and best practices.

Continuous Improvement

Continuously improving the effectiveness of our Quality Management System, services, processes, and business performance through review, innovation, lessons learned, and corrective action.

Compliance & Governance

Meeting all applicable statutory, regulatory, contractual, and ISO requirements while maintaining effective governance and risk management practices.

People & Capability

Developing and supporting our people through training, knowledge sharing, professional development, and initiatives such as the Venture Academy to ensure the skills and capabilities needed to deliver exceptional customer outcomes.

Innovation & Knowledge

Encouraging innovation, digital transformation, and the effective use of data, AI, and organisational knowledge to improve decision-making, efficiency, and customer value.

Data-Driven Performance

Using balanced scorecards, performance metrics, customer feedback, audits, and management reviews to measure performance and drive informed decision-making.

Risk-Based Thinking

Identifying risks and opportunities and taking appropriate actions to ensure consistent delivery, business resilience, and continual improvement.

Quality Objectives

This policy provides the framework for establishing and reviewing quality objectives which support Venture's strategic direction, including:

- Maintaining and continually improving ISO-certified management systems.
- Delivering excellent customer outcomes and service quality.
- Developing employee capability and engagement.
- Standardising and improving delivery methodologies and operational processes.
- Supporting innovation, knowledge management, and Data & AI capabilities.
- Monitoring business performance through measurable objectives and scorecards.
- Strengthening partnerships, organisational capability, and sustainable growth.

Leadership Commitment

Senior Leadership Team members are responsible for:

- Demonstrating leadership and commitment to the effectiveness of the Quality Management System.
- Ensuring quality objectives are established, monitored, and aligned with business strategy.
- Providing the resources necessary to achieve quality objectives.
- Promoting customer focus and continual improvement throughout the organisation.
- Conducting regular management reviews to assess the suitability, adequacy, effectiveness, and strategic alignment of the QMS.

Employee Responsibilities

All employees are responsible for:

- Following company policies, processes, and procedures.
- Delivering services in accordance with quality requirements.
- Identifying opportunities for improvement.
- Contributing to a culture of learning, innovation, and customer success.
- Supporting the effectiveness of the Quality Management System.

Communication and Review

This policy is communicated throughout the organisation and made available to relevant interested parties.

It is reviewed at least annually, and whenever significant changes occur, to ensure it remains aligned with Venture's strategic direction, quality objectives, risks, opportunities, and customer requirements.