



QUALITY POLICY

About Venson

Venson is a leading provider of vehicle fleet management solutions. Venson believes in achieving high levels of customer satisfaction and delivering reliable, high quality, value for money products and services to existing and future customers. By doing so it is able to:

- Reward stakeholders for their investment.
- Reward employees for their commitment and effort.
- Provide the funds to support future operations and company growth.

Venson Mission – Customer First

As an independent fleet management company Venson is not driven by bank, finance house or manufacturer priorities, so there are no prescribed services and no one size fits all approach. Add to this its expert knowledge and can do attitude and the result, "Customer First", a service excellence programme driven by its company values and dedicated account management teams. Testament to this is the company's customer retention rate of over 95%.

Venson Values

Venson is proud of its company values of integrity, empathy, accountability, positivity, flexibility. They are used as the basis for its recruitment process to ensure the company employs not only specialists in their field but that they also contribute ideas, expertise, passion and commitment along with a friendly, professional attitude. All of which helps to sustain the business and build lasting partnerships with its customers.

Quality Management Approach

Venson has implemented an integrated Quality Management System that meets the requirements of ISO 9001:2015. This means:

- The business undertakes an annual programme of internal and external Quality audits across its business functions. Where required it ensures the timely implementation of preventive and corrective actions.
- Maintains a library of Work Instructions and Process Flows to support tasks and activities that help the business deliver its fleet management solutions.
- Undertaking reviews of external risks and impacts to ensure the business can deliver high quality customer service efficiently and cost effectively.
- Regular meetings involving employees to help identify areas for continuous improvement including systems, supplier relationships, processes and procedures.
- Continual improvement of its performance through involvement with customers, suppliers and regulatory authorities.
- The business will ensure that it fulfils its compliance obligations including all applicable legislation.

Meeting the Quality standard is the responsibility of the entire Venson team. The company is committed to working with all stakeholders to support the effective operation of the Quality Management System.

SAMANTHA ROFF, Managing Director

Date: 17.03.2023



ENVIRONMENTAL POLICY

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Environmental Management Approach

Venson has implemented an integrated Environmental Management System that meets the requirements of ISO 14001:2015. This means:

- The business undertakes an annual programme of internal and external Environmental audits. Where required it ensures the timely implementation of preventive and corrective actions.
- Setting of annual Environmental objectives with a view to reducing and monitoring the company's carbon footprint and wider Environmental impact.
- Undertaking reviews of external risks and impacts to ensure the business through its operations is minimising its effect on the environment.
- The business will ensure that it fulfils its compliance obligations including all applicable legislation.
- It Identifies and evaluates Environmental effects associated with the provision of its fleet management solutions, so that it can control and reduce any environmental impacts.
- Ensuring the responsible use of natural resources and the minimisation of waste and energy consumption.
- Training of employees to ensure that they are environmentally aware so that neither they, the community nor the environment are exposed to harm as a result of the company's operations.

Meeting the Environmental standard is the responsibility of the entire Venson team. The company is committed to protecting the environment where practicable through continual improvement by encouraging energy saving, preventing pollution, using sustainable resources and by protecting biodiversity and ecosystems.

SAMANTHA ROFF, Managing Director

Date: 24.11.2023