



Quality Policy

At Nexus Vehicle Management, we are fully committed to delivering high-quality services that consistently meet or exceed the needs and expectations of our customers and stakeholders.

This commitment forms the foundation of our Quality Management System (QMS), which is designed in accordance with the principles and requirements of ISO 9001:2015.

Our objectives are to:

- Provide competent personnel, effective processes, and adequate resources to deliver services that fully comply with customer, legal, and regulatory requirements.
- Foster a culture of customer focus, continual improvement, and operational excellence across all levels of the organisation.
- Develop long-term customer relationships through the consistent delivery of reliable, value-driven services.
- Promote a positive working environment where all employees understand their role in maintaining and improving quality.

We are committed to operating in full compliance with the British Vehicle Rental and Leasing Association (BVRLA) Code of Conduct, and any other applicable statutory and regulatory obligations relevant to our industry and operations.

All employees are required to follow our QMS procedures, which are mandatory and clearly communicated throughout the organisation. Each staff member is accountable for the quality of their work and encouraged to contribute to improvement initiatives and innovation in service delivery.

To ensure the ongoing effectiveness and suitability of our QMS, we:

- Establish measurable quality objectives aligned with our strategic direction.
- Conduct regular internal audits, management reviews, and performance monitoring activities.
- Use customer feedback, data analysis, and risk-based thinking to drive continual improvement and enhance stakeholder satisfaction.

This policy is communicated to all employees and stakeholders, reviewed periodically for relevance and effectiveness, and serves as the framework for setting and reviewing quality objectives.

Through the application of this policy, we aim to achieve sustainable business performance, continual improvement, and excellence in all aspects of our service delivery.

Signed,



Scott Haddow
CEO

Dated September 2025