

Quality Policy

Life Property Group quality policy is to achieve sustained profitable growth by providing services which consistently satisfy the needs of its customers.

This level of quality is achieved through the adoption of a system of processes that reflect the competence of Life Property Group to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the managing director.

To achieve and maintain the required level of assurance the company owner retains responsibility for the Quality System with support from all staff.

The objectives of the Quality Management System are:

- To maintain an effective Quality Management System complying with International Standard ISO9001:2015 (Quality Systems)
- To achieve and maintain a level of quality which enhances the Company's reputation with customers
- To ensure compliance with relevant statutory and safety requirements
- To endeavour, always, to maximise customer satisfaction with the services provided by Life Property Group

The management system is monitored and maintained by internal audit, third party audit and constant updating in line with changing working practice, risk-based thinking, and the needs of interested parties.

This policy and the management system are reviewed annually and whenever there is significant change to the business.



Daniel Madge
Managing Director

12.05.2025

Title	Appendix 5 – Quality Policy	Author	David Darkin	Approved	Daniel Madge
Date	12-05-2025	Reference	Q05	Version	01
					Page 1 of 1