

Quality Policy Statement



Ridge and Partners LLP (Ridge) is committed to maintaining effective quality management systems and processes that support the consistent delivery of our services to the highest standards, ensuring our Clients remain satisfied.

Certification to ISO 9001:2015 is held across all Ridge offices.

Our vision is to redefine excellence in the built environment by delivering on client aspirations through unwavering quality, innovation, and collaborative partnerships that create lasting value.

We are dedicated to continuous improvement and have established a robust Quality Management System (QMS) which provides a framework for continuously monitoring, measuring and enhancing quality performance. Our QMS meets not only the requirements of ISO 9001:2015, but it also aligns to other relevant statutory and regulatory requirements, including compliance with the NSI Quality Schedule FRAQS123.

It is Ridge policy to:

- Ensure that our clients' needs and expectations are identified and fulfilled, through our customer care programme and feedback is acted upon to continually improve.
- Provide a high-quality service that conforms to statutory and regulatory requirements.
- Ensure that our employees are aware of and adhere to the requirements of the QMS.
- Ensure that all employees are appropriately qualified and competent to conduct all work undertaken on our behalf and have the opportunity to develop further.
- Review our QMS at planned intervals to ensure its effectiveness and achieving its policy objectives.
- Foster a culture of continual improvement and ensuring that projects have audited processes that are adhered to and where applicable, executed with technical accuracy.

Signed:

A handwritten signature in black ink, appearing to read "A. O'Halloran", with a large, stylized flourish at the end.

Position: Senior Partner

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