



Quality Policy and Manual

Document reference: GRPOLGV08
Version: 18
Version approved: 18/02/2025
Approved by: Director
Review deadline: 27/02/2026
Service area: Governance
Owner: Head of Governance and Deputy Company Secretary

| Scope | | Entity | | Business Stream | |
|------------------------------------|---|--|--------------------------|-------------------|--------------------------|
| Customers | ✓ | Progress Housing Group Limited (Parent) | ✓ | Progress Homes | <input type="checkbox"/> |
| Colleagues | ✓ | Progress Housing Association Limited (PHA) | ✓ | RWP | <input type="checkbox"/> |
| Non-Executive Directors / Trustees | ✓ | Reside Housing Association Limited (RHA) | ✓ | Progress Lifeline | <input type="checkbox"/> |
| Third parties* | ✓ | Key Unlocking Futures Limited (Key) | ✓ | Progress Living | <input type="checkbox"/> |
| | | Concert Living Limited | <input type="checkbox"/> | | |
| *Other: | | | | | |
| Exclusions: | | | | | |

Section 1: Purpose and Policy Statement

1. Purpose

- 1.1 This Quality Policy and Manual refers to the systems and procedures required for Progress Housing Group (the Group) to control business activities and meet ISO9001:2015 certification requirements.

2. Policy statement

- 2.1 The quality commitments of the Group are to:
- do what is in the best interests of all stakeholders, including customers, colleagues, agents and contractors
 - continuously innovate and improve services, systems, data quality and processes
 - achieve the highest standards in excess of the standards set by the Group's regulators
 - encourage a team approach to all business interactions whereby the quality of decision making may be improved by collaboration
 - recruit, train and develop people who are proud to provide excellent service and to work for the Group
 - act responsibly and with integrity towards customers, colleagues, contractors and the environment
 - manage the business with proper attention to service and operational excellence
 - recognise that improving efficiency is essential to achieve high levels of customer satisfaction, particularly in terms of value for money and consistency.
- 2.2 The Group seeks to maintain the ISO9001 accreditation. ISO9001 is the international standard that specifies requirements for a quality management system (QMS). Achievement of the standard demonstrates the Group's ability to consistently provide products and services that meet customer and regulatory requirements. It is independently assessed and all aspects of service delivery are examined from policies and procedures to the training and development of colleagues.



Jacqui De-Rose

Group Chief Executive

Progress Housing Group

February 2025