



## QUALITY POLICY

HSS Trading Limited (trading as Housing Software Ltd, M3 Housing Limited) was formed in 2004 by experienced practitioners to provide a unique combination of expertise in social housing, surveying and software design. M3 also services the National Housing Maintenance Forum, (NHMF) which focuses on advising maintenance practitioners on good practice.

The Company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the Company will:

- Set measurable objectives that will help achieve customer requirements, including:
  - Seeking feedback from Clients on how services meet their requirements and continually identify areas for improvement where required
  - Maintaining a motivated and effective workforce with the correct skills and attitude to deliver the Company's Quality objectives
  - Gaining work from new Clients and securing repeat business from existing Clients by managing client relationships effectively and delivering a quality of service that meets expectations
  - Ensure projects are delivered within the agreed timeframe
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the internal audit process;
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the Company to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the Company's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the Company's services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the Company complies with all necessary customer, regulatory and legal requirements.

M3 recognises that its operations have an impact on, and may be affected by, climate change. In line with the guidance under ISO 9001:2015 Clauses 4.1 and 4.2, the Company considers climate change when evaluating the context of the organisation and the needs and expectations of interested parties. Where relevant, this is reflected in business objectives, supplier selection, and project delivery practices.

The continual improvement of the Company's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of the Board of Directors:

**Position:** Strategic Partnerships and Operations Director

**Date:** 14.07.2025