

## Quality Policy

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Conexus Recovery and Field Services are a Debt Recovery and Field Business based in Coleraine, Northern Ireland. We provide services across the UK and Ireland and specialise in achieving the right outcomes for both our clients and their customers.


It is the policy of Conexus to fulfil the requirements of our clients and customers, and to provide the best possible solutions through our service provision. We are also committed to meeting and satisfying all other applicable requirements including those of the FCA, all agreed contractual obligations, the requirements of our Quality management and that stakeholder satisfaction is achieved.

To meet this objective, it is the established policy of the organisation to operate a Quality Management System that complies with the requirements of ISO 9001:2015.

To support this, we have measurable business objectives in place, which are monitored on an on-going basis. The maintenance and continual improvement of the effectiveness of the documented Quality management system will be reviewed in accordance with the requirements of ISO 9001:2015.

This Quality policy is communicated, applied and understood by all staff through its availability as part of our Quality manual, and is displayed at our premises. It is available to all other interested parties upon request and through our website.

This Quality policy and our Quality objectives are formally established and reviewed through our Management Review meetings by our senior management team.



Stephen Smith  
Management Representative