QUALITY POLICY STATEMENT

UKSE Group is fully committed to a policy of quality management throughout the company and maintains a philosophy of continuous improvement in all its operations and activities. Adopting this approach gives a great commercial strength in evidencing the commitment to a quality approach is not an optional extra.

UKSE Group aims to attain the highest quality standards in the services it provides to and is dedicated to operating a Quality Management System in accordance with the principles of BS EN ISO 9001:2015. This demonstrates a commitment to quality through open communication with suppliers, customers, and employees.

More specifically, through its continuous improvement philosophy, UKSE Group aspires to achieve the above aim by adopting the following objectives, relating to external and internal customers respectively:

- Provide our customers with a service that meets their current and future needs, as well as specified requirements, at economic cost. The success of these being measured by customer satisfaction feedback and ultimately, customer retention.
- Through focused team meetings, agree on common goals that will be achieved by inspired leadership, effective team-working, integrated communication, and a total commitment by all, to create a united and harmonious work culture. The benchmark for this being employee and worker retention and development.
- Through on-going monitoring of the company objectives and KPI performance, deliver a profitable, successful, and respected company that will continue to develop its market share through the provision of a quality service.

The Managing Director retains overall responsibility for the development and operation of the management system, all company objectives and company KPI reporting will be made available for review when requested.

This policy statement will be formally reviewed on an annual basis.

Martin Wood



Managing Director **Dec 2025**