

Quality Policy Statement

Universal Group aims to provide defect free goods and services to its customers on time and within budget.

Management is committed to:

- o Develop and improve the Quality System
- o Continually improve the effectiveness of the Quality System
- o The enhancement of customer satisfaction

The management has a continuing commitment to:

- o Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- o Communicate throughout UPAC the importance of meeting customer needs and legal requirements
- o Establish the Quality Policy and its objectives
- o Ensure that the management review meetings sets and reviews the quality objectives, and reports on the Internal audit result as a means of monitoring and measuring the process and the effectiveness of the Quality System
- o Ensure the availability of resources

Universal Group complies with all UK and EU legislation and regulations specifically to its business activities.