

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.

This policy is communicated internally and externally to any interested parties.