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Version	6

Quality Policy

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

Management is committed to:

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

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout Universal Group the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- 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
- Work with suppliers, customers, and other interested parties to establish and maintain the highest quality standards
- Ensure the availability of resources
- Maintain external quality-related certification to ISO 9001:2015

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

This policy will be reviewed annually, as a minimum.

Signed
Richard Lowe
Managing Director

Dated 01/11/2026