

## Policies & Procedures

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<b>SOP No:</b> Uni-IMS005	<b>Approved By:</b> C Chadwick
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### Quality Policy

#### Overview

Uniserve Group and associated business units are committed to providing the highest standards of service whilst maintaining the integrity of the supply chain to ensure client satisfaction. The statements within this Quality policy are in alignment with the requirements of ISO 9001:2015 and ISO 13485:2016 accreditations, which allows Uniserve Group to establish quality objectives for carrying out its Warehouse and Distribution services, including storage and transportation of containers.

Uniserve Group Senior management are committed to:

Continuous improvement of the Quality Management System within the organisation in development of our people, Policies, Processes & Procedures, and commitment to client relationships and interested parties:

#### Quality Management System

- Uniserve Group operates to a Quality System that meets or exceeds all standards set out within the ISO 9001:2015 and ISO 13485:2016 Standards. These provide the foundation with which we ensure consistent standards are provided to our customers and interested parties.

#### Health & Safety

- We provide a safe working environment at all Uniserve Group locations.
- Nomination of a Responsible Person ensures that all Health & Safety requirements are met.

#### Process & Audit

- Our IMS holds details of all processes required for compliance to ISO 9001:2015 and ISO 13485:2016
- To ensure on-going compliance with ISO 9001:2015 and ISO 13485:2016 and to identify any areas of possible non-compliance (NCR) regular internal audits are carried out. Results are used:
  - Within our framework of continuous improvement

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- Reviewed during the Management Review Meetings
- To review and establish Quality Objectives

### **Corrective Action – Preventative Action (CAPA)**

- By use of CAPA process, Uniserve Group ensure that quality issues are identified, fully investigated, and that updated procedures are implemented in alignment with our risk-based methodology.

### **Training & Development**

- Uniserve Group provide access to training and development for our employees based upon the function within the IMS and the principles of empowerment and accountability.

### **Review**

IMS reviews in line with the requirements of ISO 9001:2015 and ISO 13485:2016 are held at regular intervals to measure our performance against agreed Quality objectives and Key Performance Indicators (KPI). KPI criteria are developed and agreed by Uniserve Group senior management and in conjunction with our customers during formation of the Service Level Agreement (SLA). This data is used to validate that Uniserve Group have met or exceeded customer expectations. Feedback is also used as part of the continuous improvement process to drive development and efficiencies within the IMS.

Uniserve Group have formulated a complaints process within our IMS. Complaints are also reviewed during the Management Review meetings and are used to formulate new procedures and development of on-going service standards. Our internal procedures are reviewed regularly through our internal audit process and all relevant procedures are made available to all employees at induction and via our HR portal for future reference.

### Responsibility

Whilst the Group Head of SHEQ has ultimate accountability for Quality, all employees have a responsibility within their own areas of work to help ensure that the IMS is embedded within the whole of the company.

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