

Policies & Procedures

Subject: Food Quality Policy

Date: 16 July 2025

Title: Food Quality Policy	Written By: D Bowden
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Food Quality Policy

Overview

Uniserve Ltd are committed to providing the highest standards of service whilst maintaining the food safety culture and integrity of the supply chain to ensure client satisfaction, continuous improvement of the Quality Management Systems within the organisation in development of our People, Policy, Processes & Procedures. Ensuring product groups for handling are identified, safe, legal and authentic.

The statements within this Quality Policy are in alignment with the requirements of the relevant food safety related standards applicable to the storage and distribution element of the business, which allows Uniserve Ltd to establish quality objectives for carrying out Warehouse & Distribution services, it provides to customers, and interested parties.

As a leading provider Uniserve Ltd will continually improve its Integrated Management System (IMS) through its (S.M.A.R.T.) objectives and targets for improvement and will carefully monitor progress to ensure improvement is realised and maintained.

The IMS underpins the principles these standards as applicable to business operations which relate to the safe storage, handling of authentic food products. Uniserve Senior Management will ensure that all persons engaged in operations are able to discharge their duties, roles and responsibilities to prevent and control Biological, Physical, Chemical, Radiological & Allergenic risks.

Uniserve Ltd Senior management are committed to:

- Identifying and complying with all relevant legislation.
- Developing, implementing, and maintaining a safe storage & distribution appropriate to activities and operations.
- Employing HACCP / risk assessment techniques to identify prevent and mitigate adverse effects that may arise from our activities, and operations.
- Having planned arrangements for responding speedily and effectively to complaints and implementing appropriate and timely corrective actions.
- Implementing and managing effective & relevant Pre-Requisite Programmes in support of product specific H.A.C.C.P. and commitment to client relationships
- Keeping its BRCGS Storage & Distribution certificated sites free from infestation and the presence of domestic or tamed animals.

Quality Management System

Uniserve Ltd operate to a Quality System that intends to meets or exceed all standards accredited to. These provide the foundation with which we ensure consistent standards are provided to our customer and interested parties.

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

Process & Audit

Our IMS holds details of processes required for compliance to the relevant food safety related standards applicable to the storage and distribution element of the business.

To ensure on-going compliance with standards and quality accreditations 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
- Reviewed during the Management Review Meetings
- To review and establish Quality Objectives

Corrective Action – Preventative Action (CAPA)

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

Training & Development

Uniserve Ltd 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 our accreditations 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 Ltd senior management and in conjunction with our customers during formation of the Service Level Agreement (SLA). This data is used to validate that Uniserve Ltd have met or exceeded customer expectations. Feedback is also used as part of the continuous improvement process used to drive development and efficiencies within the IMS.

Uniserve Ltd 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 SHEQ Manager 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.

Name: Gary Cobbing - Group Chief Commercial & Operating Officer

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