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| Title: Food Quality Policy | Written By: D Bowden |
| SOP No: Uni-IMS005a | Approved By: C Chadwick |
| Version: 6 | Date of Issue: 09/01/2026 |
| Supersedes: 5 | |

Food Quality Policy

Overview

Uniserve Group 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, policies, processes & procedures, ensuring product groups for handling are identified, safe, legal and authentic.

The statements within this Food 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 Group 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 Group 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 and relevant pre-requisite programmes in support of product specific H.A.C.C.P. and commitment to client relationships
- Keeping its BRCCGS Storage & Distribution certificated sites free from infestation and the presence of domestic or tamed animals

Quality Management System

- Uniserve Group operate to a Quality System that intends to meet or exceed all standards to which the group are accredited. 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 to ensures that all Health & Safety requirements are met

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Process & Audit

- The Group 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) and opportunities for improvement, regular internal audits are carried out. Results of these internal audits 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 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 accreditations held by the Group are held at regular intervals to measure our performance against agreed quality objectives and key performance indicators (KPIs). KPI criteria are developed and agreed by Uniserve Group senior management and in conjunction with our customers during formation of the Service Level Agreements (SLAs). 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 Director of Governance, Risk and Compliance 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.

Chris Chadwick – Director of Governance, Risk and Compliance

Signed:

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Amended Schedule

| Date: | Sections | Comment | Amended by |
|--------------|-----------------|---|-------------------|
| 09/01/2026 | All | Updated layout. Amendment of Group Head of SHEQ to Director | J Bowyer |
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