COMPANY POLICY		Reference:	UF-Q-P-001
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Title:	Quality Policy	Date of next review:	January 2027

Ultraframe Transforming light and space — Ultrapanel® Building Technologies

ABOUT ULTRAFRAME UK LIMITED AND ULTRAPANEL BUILDING TECHNOLOGIES LIMITED

Ultraframe (UK) Limited, since 1983, are industry leaders in the design, development and manufacture of conservatory roofing systems. Ultraframe (UK) Limited & Ultrapanel Building Technologies Limited are specialists in the design, development and manufacture of prefabricated extensions and housing products.

QUALITY POLICY STATEMENT

We, Ultraframe (UK) Limited & Ultrapanel Building Technologies Limited, challenge ourselves to be the world leader in the design, development and manufacture of conservatory roofing systems, prefabricated extension and housing products by adapting the latest technology, through continuous improvement and ensuring our products meet the requirements of relevant standards and regulations.

This policy provides a framework for improving the quality of our products and associated performance of the business. We are committed to achieving this by:

1.0 LEADERSHIP AND ACCOUNTABILITY

1.1 Being accountable for quality across the business and ensure that an effective quality management system is in place.

1.2 Our leadership team demonstrating their commitment to quality, promoting continuous improvement and a quality culture within the business.

1.3 Setting quality objectives and targets and monitoring the progress.

1.4 Ensuring that personal accountability at all levels is clearly articulated and maintained.

2.0 CUSTOMER FIRST

2.1 Identifying and understanding our customers' requirements and ensuring we can meet those requirements.

2.2 Having a commitment to make every effort to consistently surpass the high standards of quality and service required by our customers.

2.3 Encouraging customer feedback to help improve the output quality.

3.0 SYSTEMS AND PROCEDURES

3.1 Establishing a Quality Management System that conforms with the requirements of ISO 9001 and other applicable legislative and regulatory standards.

3.2 Ensuring control of documentation within the business.

3.3 Collating, reporting and managing complaints and non-conformances in a common and effective manner to reduce the likelihood of them reoccurring.

4.0 WORKPLACE ENVIRONMENT AND EQUIPMENT

4.1 Providing a safe, healthy and secure working environment for all employees.

4.2 Ensuring plant and equipment is specified, supplied and regularly maintained for conformity of products.

5.0 RISK MANAGEMENT

5.1 Ensuring risk-based thinking is integrated into processes within the business.

6.0 COMMUNICATION

6.1 Open communication with all employees regarding any quality issues.

6.2 Engaging with employees to obtain feedback to help identify opportunities for improvement.

7.0 COMPETENCE AND TRAINING

7.1 Ensuring that any employee is suitably trained and is competent to complete the task they are being instructed to do.

7.2 Providing awareness training to all employees on how their daily activities contribute towards quality within the business.

8.0 COMPLIANCE

8.1 Putting in place systems and procedures that support our commitment to comply with all relevant legal and regulatory requirements.

8.2 Working with industry and sector bodies to further promote compliance and best practice.

8.3 Meeting all requirements set internally.

9.0 REVIEW

9.1 Auditing and reviewing our quality performance to ensure continuous improvement.

9.2 Setting objectives and targets regarding product quality and customer satisfaction.

9.3 Reviewing our quality management system to ensure that it is appropriate for our business.

9.4 Reviewing this policy at least annually and reporting the findings back to the Leadership Team.

This policy is subject to review, monitoring and revision by:

Julian Slade
CEO
Signed:

Sarah Flynn
Quality & Environmental Manager
Signed:

