

Quality Policy

United Living Group companies are committed to maintaining a corporate infrastructure and culture that encourages and supports the quest for business excellence. Our commitment is to consistently deliver services that satisfy customer and stakeholder expectations. We aim to achieve this by:

- Maintaining management systems that provide a framework for identifying stakeholder needs to facilitate setting appropriate objectives, then ensuring effective delivery
- Complying with the international business standards ISO 9001:2015 and other industry standards and specifications
- Using systematic quality planning, innovation and continuous improvement to ensure we meet our customers and stakeholder's requirements
- Establishing a culture that encompasses a competent, committed and empowered workforce focusing on satisfying customer and stakeholder expectations
- Setting clear and unambiguous targets then measuring performance to drive continuous improvement and the elimination of inefficiencies
- Ensuring that lessons learnt, including identified best practice, are spread throughout the Group's businesses to facilitate informed decision making and continuous improvement.

As Group Chief Executive Officer (CEO) I hold ultimate responsibility for quality within the United Living Group and have appointed teams in each Group company to facilitate and monitor the operation of this policy. This includes:

- Establishing the overall policy for the Group
- Reviewing the performance of each business within the Group
- The provision of resources and arrangements to ensure the effectiveness of the policy
- All employees are encouraged to communicate any opportunities they identify for quality improvement to their line manager or to other managers or directors

Each business management team is responsible for:

- Ensuring that effective resources, arrangements and management controls to deliver these requirements are established and implemented across the operations of the business
- Ensuring compliance with all Group and legal requirements

Group companies hold ISO 9001:2015 certification, registered with UKAS-accredited certification bodies.

It is the responsibility of every individual in the business to comply with this policy and its associated arrangements as an integral part of their day to day duties.



NEIL ARMSTRONG
CHIEF EXECUTIVE OFFICER
United Living Group