

Uplands Retail Limited aims to provide defect free products to its Clients on time and within budget.

Uplands Retail Limited operates a Quality Management System that has gained BS EN ISO 9001 : 2008 certification, including aspects specific to the provision of project management, construction and refurbishment services in retail, leisure and residential insurance repair sectors.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of Client satisfaction

The management has a continuing commitment to:

1. Ensure that Client needs and expectations are determined and fulfilled with the aim of achieving Client satisfaction
2. Communicate throughout Uplands Retail Limited the importance of meeting Client needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual.

Implementation of the Quality Policy is the responsibility of every member of staff, starting with the Directors who take policy decisions which enable the correct action to be implemented throughout the organisation. The Directors also act as the Deputies of Quality and as such are responsible for maintaining the implementation of the Quality Policy, along with the nominated Quality Manager.

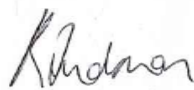
All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy will be reviewed on 31-07-2019 in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Board of Directors: Date 01-08-2018

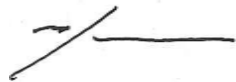
Kevin Feldman



Alastair Shiner



Mike Barker



Martin Hall



Jack Rake

