

Quality Policy

Quality Management

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Document Code   UKR-QMS-POL-0000-01



## Quality Policy

### Revision Control

| Rev No | Date issued | Prepared by    | Approved by       | Comments                                                                                                                                               |
|--------|-------------|----------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01     | June 2026   | Henry Saunders | Managing Director | Document creation                                                                                                                                      |
| 02     | August 2026 | Henry Saunders | Managing Director | Added context/strategic direction statement, strengthened link to Quality Objectives, added Roles & Responsibilities section. Next review: August 2027 |

### Revision Log

| Rev No | Details                                                                                                                                                                      |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01     | Document creation                                                                                                                                                            |
| 02     | Added explicit context/strategic direction statement, strengthened link to Quality Objectives as the objective-setting framework, and added Roles & Responsibilities section |

## Quality Policy

# 1 Introduction

UKR Facades Ltd is committed to providing a consistently high-quality service to its clients, delivering safe, compliant and durable facade solutions across new-build, remediation and retrofit projects. This Quality Policy sets out our commitment to quality and the framework within which our Quality Management System (QMS) operates.

This policy is appropriate to the purpose and context of UKR Facades Ltd as a specialist facades and building envelope contractor, including our work on higher-risk buildings (HRBs) and the associated Building Safety Act 2022 obligations, and directly supports our strategic direction of growing a reputation for safe, compliant, high-quality facade delivery. It is reviewed to ensure it remains aligned to the business as our operations, client base and regulatory environment evolve.

# 2 Policy Statement

UKR Facades Ltd will:

- Comply with the requirements of ISO 9001:2015 and continually improve the effectiveness of our Quality Management System.
- Meet the needs and expectations of our clients, by delivering projects safely, on time and to specification.
- Maintain compliance with all applicable statutory, regulatory and contractual requirements, including PAS 9980:2022, PAS 2030, SWIGA guidance and Building Safety Regulator (BSR) Gateway obligations on high-risk buildings.
- Ensure full and accurate Golden Thread documentation and traceability is maintained on all applicable HRB projects.
- Maintain our accreditations, and the standards of competence and governance these represent.
- Provide our people with the training, competence and resources needed to carry out their roles to the required standard.
- Provide the framework for setting and reviewing measurable Quality Objectives, published annually in the Quality Objectives document (UKR-QMS-POL-0000-02), monitored through Project Review Meetings and the Director Dashboard, and formally reviewed at Management Review, acting where performance falls short.
- Engage openly with clients, building owners, residents and other interested parties to ensure their expectations are understood and met.
- Promote a culture in which all employees and subcontractors are encouraged to identify and report quality issues, near misses and opportunities for improvement.

# 3 Roles and Responsibilities

Responsibility and authority for quality management is assigned and communicated at all levels of the business, as follows:

## Managing Director and Board

## Quality Policy

Hold overall accountability for this policy and the effectiveness of the QMS, approve it, and ensure it is resourced and reflected in the strategic direction of the business.

### Operations Director

Owns operational delivery of quality across live projects, including on-time completion and BSR/Gateway compliance objectives.

### QHSE Manager

Owns this policy day-to-day, maintains the QMS, leads internal audit and Management Review, and monitors Quality Objectives, including defects/snagging performance.

### Site Management (Contracts/Project/Site Managers)

Ensure work on their projects is delivered in accordance with this policy, the QMS, and applicable Inspection and Test Plans, and escalate quality issues promptly.

### All employees and subcontractors

Understand how their role contributes to quality, follow relevant QMS procedures, and report quality issues, near misses and improvement opportunities.

These responsibilities are communicated through induction, the Competence, Training & Awareness Procedure (UKR-HR-PR-0400-01), toolbox talks, and are reinforced at Management Review.

## 4 Communication

This policy will be communicated to all employees and subcontractors through induction; toolbox talks and ongoing briefings and will be made available to clients and other interested parties on request.

## 5 Review

This policy will be reviewed at least annually, or sooner if there is a significant change to the business, to ensure it remains suitable and relevant to UKR Facades Ltd's operations.

## 6 Approval



**Shaun Bellew**

Managing Director, UKR Facades Ltd

Date: August 2026