UTILITIES | MAINTENANCE | SERVICES

QUALITY POLICY

UMS-POL-002

Utilities Maintenance Services Ltd

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Approved by: Directors

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Document Owner	Business & Compliance Manager	**Approval**	Directors
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Document Location	Forms & Registration	**Status**	For Director approval

1. Policy statement

Utilities Maintenance Services Ltd (UMS) is committed to providing reliable maintenance solutions and services that meet agreed customer requirements and are delivered to the required standard. We recognise that quality depends on effective planning, competent people, suitable resources, clear communication and the consistent control of work.

This policy establishes the principles by which UMS manages quality across its business and seeks to improve the services it provides.

2. Scope

This policy applies to UMS's operational, administrative and management activities, including maintenance, inspection, repair, electrical, plumbing, fabrication, civil works and associated site services. It applies to employees and to contractors, subcontractors, suppliers and other persons working on behalf of UMS, as relevant to the work or services they provide.

3. Quality commitments

UMS will:

- Understand and review customer requirements, scope, specifications and acceptance criteria before work is agreed and delivered.
- Plan and control work so that services are completed in accordance with agreed requirements, relevant statutory and regulatory obligations, and applicable client standards.
- Provide appropriate resources and ensure that people undertaking or managing work have the competence, information and support needed for their responsibilities.
- Select, assess and monitor suppliers and contractors in a proportionate way, taking account of competence, capability, reliability and the quality of goods or services supplied.
- Maintain appropriate procedures, records and document controls so that relevant information is accurate, available and current.
- Check and verify work as appropriate, identify defects or non-conforming services, and take action to prevent unintended use, acceptance or repeat occurrence.
- Listen to customer feedback, respond to complaints and resolve quality issues in a timely and proportionate manner.
- Monitor quality performance and use findings, inspections, feedback, corrective actions and lessons learned to improve how we work.

4. Leadership and responsibilities

The Directors retain overall responsibility for the effectiveness of UMS's quality management arrangements. They will provide leadership and appropriate resources, approve this policy and review quality performance and improvement priorities.

The Business & Compliance Manager coordinates the maintenance of quality documentation and records, supports monitoring and internal review, and brings quality issues and improvement actions to the attention of the Directors.

Employees and persons working on behalf of UMS are expected to follow applicable requirements, use current information, carry out work with care and competence, and promptly report defects, complaints, errors or opportunities for improvement.

Where external advice or specialist support is required, UMS will obtain it from suitably competent providers. Responsibility for UMS's quality arrangements remains with UMS.

5. Quality objectives and continual improvement

UMS will establish and review proportionate quality objectives that reflect its activities, customer expectations and business priorities. Performance may be assessed through customer feedback, inspection and verification results, complaints, defects, rework, supplier and contractor performance, audit findings and completion of corrective actions.

Non-conformities and concerns will be recorded and investigated at a level appropriate to their significance. Actions will be taken to address causes, reduce the likelihood of recurrence and share relevant lessons.

6. Communication and availability

This policy will be communicated to relevant employees and persons working on behalf of UMS. It will be made available to clients, suppliers and other interested parties on request and published on the UMS website once approved by the Directors.

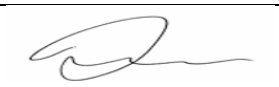
7. Review

The Directors will review this policy at least annually and sooner where there are significant changes to UMS's activities, customer requirements, legal or regulatory obligations, or the way the business operates. The Business & Compliance Manager will coordinate the review and update the controlled copy and Master Document Register as required.

Management system reference: UMS's quality management arrangements are informed by the principles of ISO 9001:2015. UMS is not currently certified to ISO 9001.

8. Approval

This policy is approved by the Directors of Utilities Maintenance Services Ltd. It will be communicated to relevant employees and made available to clients and other interested parties where appropriate.

Approved by	Director(s)
Signature	
Date	17/11/2026