



Quality Policy Statement

It is the policy of Record UK that all of our activities are carried out in accordance with our business management system, which is accredited to ISO 9001:2015.

The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

The aim of our quality management system is to ensure that:

- ☐ We have a culture of striving to always be the best in our industry
- ☐ We deliver outstanding, high-quality products and services to all customers
- ☐ Giving our customers a great experience is deeply embedded in how we do everything
- ☐ Customer's requirements and needs are always fully understood
- ☐ All work is carried out consistently to a defined, industry leading standard
- ☐ We have the skills, resources and culture to be able to exceed customer expectations
- ☐ Our staff are fully trained and involved in quality improvement
- ☐ We strive to continuously improve our systems and procedures
- ☐ We only use external services and suppliers that meet our own high quality standards
- ☐ We always strive to be proactive and professional with all customer communication
- ☐ We recover, and learn from all mistakes with speed and good grace
- ☐ Any customer complaints are handled quickly and effectively
- ☐ We always comply with all applicable laws and regulations

Quality is ultimately measured in terms of what our customers' value. Every employee is a part of understanding this and helping to deliver it.

This quality policy statement has been implemented into the Record UK management system and will be reviewed at regular intervals.

Joe Greenlees

Managing Director

Signed:

Date:

22/04/25

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