



UKAS Quality Policy

The United Kingdom Accreditation Service (UKAS) is appointed by UK government as the UK's National Accreditation Body. It is the only organisation recognised by government for the accreditation of conformity assessment bodies in the UK. UKAS accreditation comprises the assessment, against internationally recognised standards, of the competence, impartiality, integrity and reliability of conformity assessment bodies, for clearly defined scopes of work.

UKAS contributes to the UK's National Quality Infrastructure by enabling confidence that products and services subject to accredited conformity assessment meet applied standards for health, safety and sustainability, for the benefit of the UK economy and society. In doing so, UKAS safeguards public trust in conformity assessment.

UKAS delivers value-adding accreditation services that are technically rigorous, robust, consistent and transparent, and that are trusted and relied

upon by government, regulators, industry and consumers. We are committed to ensuring conformity with all applicable requirements, including ISO/IEC 17011, and the obligations arising from participation in European and international accreditation networks, and to the continual enhancement of the effectiveness of our management system.

We will understand and respond to the needs of government, regulators, accredited bodies and other stakeholders, acting at all times in the public interest. The UKAS Executive is committed to leading and sustaining a strong quality culture, underpinned by openness, critical evaluation and collective ownership of compliance, learning and continual improvement. All leaders recognise their responsibility to lead by example through their conduct and delivery across all aspects of the organisation, and to actively promote technical excellence and full compliance with applicable management system requirements.



We achieve this through incorporating the following key elements:

+ People commitment:

We recognise the value of our employees and contracted workforce, and the importance of their safety and wellbeing, embracing a policy of **equity and diversity** and promoting an inclusive, learning culture centred on the UKAS PRIDE values (professionalism, responsibility, integrity, dedication and excellence), linked to development and recognition

+ Clear, consistent leadership and accountability:

Commitment at all organisational levels to quality and technical excellence, with personal objectives of employees across the organisation closely aligned to UKAS's well-defined **purpose, vision, mission, values and strategy**

+ Impartiality:

As a cornerstone of trust in conformity assessment, **impartiality**, and the need to identify and effectively manage potential conflicts of interest, remain a priority

+ Technical and operational excellence:

Effective delivery of robust, rigorous assessment through retention of the right people with the right knowledge and skills to perform their roles, equipped with the right tools, systems and support and with monitored competence and continual professional development

+ Engagement and recognition:

Proactive engagement and collaboration internally and with stakeholders, including UK government, regulators, scheme owners, accredited bodies, business, consumer and worker representatives and professional institutions to ensure that UKAS continues to meet evolving market needs and to act in the public interest, successfully gaining global recognition through peer evaluation to support reduction of barriers to trade

+ Management framework:

We operate a fit-for-purpose management system that is maintained, communicated, understood and consistently implemented by us all to meet relevant requirements (including regulatory requirements)

+ Continual improvement:

Comprehensive and robust oversight of our activities through internal audit and monitoring to effectively identify and address nonconformities and continually improve process and system effectiveness and efficiency

+ Risk management & business resilience:

Effective identification and mitigation of risks and having systems in place to adapt, recover and continue operating through disruptions and under extraordinary events or circumstances

+ Environmental, Social and Governance (ESG):

We are committed to minimising the impact of our activities on the climate and the wider environment, to the highest levels of integrity and social responsibility and to ethical business behaviour and responsible decision making

+ Agility and innovation:

We embrace technological advances and innovation to remain relevant and to support continual improvement

+ Promoting accreditation:

We play an important role in raising awareness of the benefits of accreditation and address the misuse of symbols and actions that may undermine public trust in accreditation and accredited conformity assessment.

Authorised by:



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