



Union Technical Services Limited carries out assessment and installation of Energy efficiency improvements including Heating, Insulation and Renewable products in whole building retrofit.

Integral to the success of Union Technical Services Ltd has been our philosophy of going above and beyond staff, customer and stakeholder expectations in delivering a fully managed service.

We strongly value high quality management and believe this has been integral to the success of our company.

Our services are characterised by our company values and our firm determination to keep our commitment to our staff, customers and stakeholders.

We will assess the needs of staff at all levels and meeting those needs in order to increase effectiveness and involvement.

All employees are issued with a company approved set of procedures and standards to ensure that they are aware of what is required of them and that they work to the our standards of customer service required by the business.

Union Technical Services Limited expects any work carried out by sub-contractors on the approved supplier list to maintain equal high standards of service and delivery. From time to time we will carry out site inspections to ensure that such standards are maintained.

Union Technical Services Limited is committed to:

Producing a quality service which satisfies, and if possible exceeds, customer expectations

Achieving and maintaining a standard of excellence in the operation of business.

Forging partnerships with our suppliers, stakeholders and customers to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.

Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation from top to bottom.

Providing sufficient resources and equipment to ensure that the Company can operate to the documented Management System. The management system conforms to the requirements of BS EN ISO 9001:2015, the International Standard for Quality Management Systems.

Ensuring that our management system provides a framework for the management and control of our activities for Quality. It also supports in establishing and reviewing strategic objectives for the company.

Senior Management ensuring that the Quality Policy is communicated and understood at all levels.

Ensuring that all company policies & procedures have the full support of senior management.

Monitoring performance in all aspects, including customer feedback, in order to measure business performance with a view to continual improvement.

Reviewing our Quality Policy is to ensure that it remains relevant and effective to the changing needs of our business and customers.

Our management system underpins the Company strategy for sustainability and growth and demonstrates our commitment to:

- Provide a framework for risk management
- Establish, manage and review strategic objectives for the company
- Manage and control our activities for Quality
- Drive continual improvement throughout all areas of the business