



# Quality Policy Statement

KCOM is the trading name of KCOM Group Limited and its subsidiary companies.  
Registered office 37 Carr Lane, Hull, HU1 3RE  
Registered number 2150618

## **Our Business**

KCOM is one of the UK's oldest communications services companies.

We help customers create greater value from the way they interact, collaborate and connect with what matters to them.

Our principal activities are:

- The provision of internet and voice services to over 140,000 consumers and businesses in Hull and East Yorkshire both direct through KCOM retail and through customers of KCOM wholesale and Networks
- The provision of connectivity services and technology solutions nationally to UK-based private and public sector organisations

We are committed to ensuring we satisfy all relevant laws and regulations as well as internal requirements. To achieve this, our main areas of focus are our: -

## **Customers**

We understand and anticipate the needs of our retail and wholesale customers and align our products, services and solutions to meet those needs.

## **People**

Our focus is on attracting, engaging, developing and retaining talented individuals, providing opportunities for career-long learning and development and providing safe workplaces within an inclusive culture that values diversity.

## **Partners**

We recognise that our customers' needs are better met if we work seamlessly with carefully selected partners to deliver our services.

## **Processes and systems**

Our customer service excellence is underpinned by robust processes and systems.

## Quality Management System

KCOM's Quality Management System (QMS) is certified to ISO 9001:2015.

The QMS forms part of the Integrated Management System (IMS), which ensures that the QMS is effectively integrated within the day to day activities of the business and is continually developed and improved.

Our employees are responsible for embedding quality into their ways of working to make life easier and better for our customers.

This statement covers the period from 1 April 2020 to 31 March 2021.

Dale Raneberg  
Chief Executive