



Quality Policy Statement

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, Yorkshire and Lincolnshire both directly through KCOM Retail and through KCOM Wholesale and Networks, and
- 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 with 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.

Dale Raneberg
Chief Executive Officer