



# Quality Policy Statement

## Our Business

KCOM is one of the longest-established providers of communications services in the UK, connecting both businesses and residential customers and investing in better digital solutions for everyone.

Our principal activities are:

- **KCOM Wholesale and Networks** business unit provides voice, data and network services to our retail operation, as well as to other communications providers in the areas covered by our regional full fibre network
- **KCOM Retail** business unit provides internet and voice services to approximately 150,000 consumers and businesses in Hull, East Yorkshire and North Lincolnshire.

Our goal at KCOM is to make life easier and better for our customers by creating greater value from the way they interact, collaborate and connect with what matters to them.

## Our Ambition

- ✓ We are the company that **People** aspire to work for and with. We attract, develop and retain the very best talent who are the heartbeat of our team.
- ✓ We are **Customers** first choice as a network provider both through ourselves and partners. Customers trust us to deliver a quality and reliable service.
- ✓ We stand out as an **Industry Investment** of choice as we deliver on our commitments through a relentless focus on simplicity.

## Our Strategic Focus

- ✓ Grow our Customer Base and Value
- ✓ Simplify and Digitise our Business
- ✓ Provide Best in Class Services
- ✓ Make KCOM a Great Place to Work

## Quality Management System

To support our ambition, KCOM maintains a Quality Management System (QMS) which is certified to ISO 9001:2015.

To achieve this ambition, we will:

- ensure our systems and processes support the business requirements and services.
- provide assurance to ensure the appropriate systems and controls are implemented across the business.
- assess and manage the risks of our systems and processes.
- establish key objectives that support continual improvement, are measurable and that are subject to ongoing monitoring.
- communicate our key objectives and business performance throughout the organisation.
- provide our people with the necessary resources, training and information.

To embed our values into our everyday working lives, which define who we are, what we do and how we do it. **The KCOM Way** provides a framework through which we can continuously manage our performance, work together and encourage new talents as they grow and develop.

### **1 – Passion for Progress**

We've been raising the bar for 120 years, and we aren't about to stop now; permanently restless, always striving for better, we don't wait for permission to try new ways but keep pushing to improve our service, spot opportunities others might miss, and go that extra mile.

### **2 – Shoulder to Shoulder**

Whether we're dealing with a big issue or just getting down to the to-do list, we succeed together; supporting and inspiring each other to raise our game, lighten the load and make the most of what each of us does best.

### **3 – Authentic and Confident**

We do what we say and say what we think. Direct, honest and down to earth, we speak up for what we believe in, embracing others for who they are, investing time to build a real sense of community spirit.

### **4 – Seeing it Through**

Full of grit and determination, we're great in a crisis; always willing to grab a task with both hands and crack on. We see things through to the end, even when they're tough or tricky; perfecting the details on every job to do our customers proud.

All KCOM employees are responsible for implementing and maintaining the QMS, and the Executive Leadership Team will ensure that sufficient resources are provided to enable compliance with this policy. This policy will be reviewed annually to ensure that the management system and associated quality objectives are effective, consistently implemented and that we continually improve our performance.

As a responsible business and in line with our ambition and strategic focus, we are committed to fulfilling our legislative and regulatory obligations and ensuring we consistently deliver excellent customer service.

Tim Shaw

Chief Executive Officer