Quality Policy

Strategic Intent

It is the strategic intent of Riello UPS UK Limited and Riello UPS Ireland Limited to be the leading UPS manufacturer in the UK and in Ireland in line with Riello UPS UK Limited and Riello UPS Ireland Limited (RPS S.p.A) intent to be the leading UPS manufacturer globally.

Quality Policy

Riello UPS UK Limited and Riello UPS Ireland Limited are subsidiaries of Riello UPS Limited (RPS S.p.A) an Uninterruptible Power Supply (UPS) manufacturer and part of the Riello Elettronica group of companies.
Our quality policy is to achieve consistently high levels of product, service and process quality through:

- Maintaining an Integrated Management System meeting the requirements of ISO 9001:2015
- Continually improving the effectiveness of our Integrated Management System.
- Ensuring a clear understanding of our clients' requirements.
- Responding to our clients' needs and expectations.
- Providing the resources to achieve the quality objectives
- Enabling all our employees to meet the quality requirement and striving to achieve good work first time and on time.

Our Values

- **Energy and Engagement** — We have a passion for the business, where we embrace change and seek continuous improvement in all that we do.
- **Think Customer** — We are committed to providing exceptional service by putting customers at the centre of everything we do
- **Winning Team** — We develop strong team ethics through integrity and personal development, in an environment of mutual respect, encouragement and recognition.
- **Drive for Results** — We drive the business focusing on results through technical excellence, quality, efficiency and sustainability.

Quality objectives

It's the objective of Riello UPS UK Limited and Riello UPS Ireland Limited through our commitment to customer satisfaction and business success, to provide our customers with products and services that meet their expectations and continuously improve upon our performance goals whilst complying with all required regulation. The ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
We are committed to continuous improvement to ensure that we:

- Facilitate opportunities to enhance customer satisfaction;
- Address risks and opportunities associated with its context and objectives;
- Have the ability to demonstrate conformity to specified Integrated Management System requirements.

This Policy has been approved and authorised by:
Name: Leo Craig
Position: Managing Director
Date: 12th April 2024
Signature: