

Quality Policy Statement

The Directors and Management of Bostonair Group Limited are committed to ensuring the quality of the service we provide to our customers at every level. The company has established itself as one of the leading personnel and service providers in the sectors that it operates through a constant focus on customer service both to the organisations we serve and the staff we provide. Page | 1

In order to make sure Bostonair Group keep their position as a highly regarded service provider we put in place this policy to show our commitment to continuing improvement of quality. Our Quality Management System (QMS) has been adapted and improved significantly in recent years to make sure it not only meets the requirements of the standard but also reaches beyond that scope.

We are committed to complying with the requirements of the ISO9001:2015 standard and Regulatory requirements and will adjust and make improvements to the QMS based on the results of customer satisfaction surveys, a regular internal audit program and operational and management review meetings.

All staff within the organisation will be trained on the QMS and given the resources to ensure that the system requirements can be met. Staff will also receive training and information on new procedures and alterations to procedures that result from the findings of operational or management review meetings.

This policy is designed to exceed the standard required by ISO9001:2015 to make sure that the procedures in place are robust, practical and scalable so that as the business grows we keep customer service at the heart of our organisation.


This policy will be reviewed annually or as a result of any significant changes within the business.

Signed:

Dated: 27th January 2021



Mark Parkes
Managing Director

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