



## Quality Policy

### Our Ethos

Boden Group believes that Quality and its integration into all business practices is critical to ours and our customers' long-term success. Boden Group's Senior management are committed to the following core principles of quality management. Boden Group will endeavour to embed quality into all parts of its business activities in line with the requirements of ISO9001.

### The Objectives of the business are:

#### Customer Focus

We depend upon our customers. Through reinforcing a positive culture, constructive communication and ensuring compliance with Statutory and Regulatory requirements, our aim is to meet and exceed our customers' requirements and expectations.

#### Leadership

We are focused on delivering all elements of the Quality Management System. Regular performance reviews ensure that all resources can be met and thereby enable Quality objectives and targets implemented and managed.

#### Involvement of People

People are key to our success. We invest in our people's futures through training and skills development. The culture of recognising achievement and engaging personnel is driven by Senior management team.

#### Process Approach

Standard operating procedures are integral to the Quality management system. These are constantly reviewed to ensure they remain relevant and effective, confirming the desired inputs and out puts are met.

### Systems approach to management.

Our aim is to deliver consistent success by having one coherent system. These are constantly reviewed to ensure they remain relevant and effective, confirming the desired inputs and outputs are met.

### Continuous improvement.

We are committed to reviewing and improving levels of service and performance; being able to react swiftly to change factors and situations will result in a sustained focus on improvement.

### Factual approach to decision making

All decisions are made using an evidence-based process; all facts are considered, including relevant interested parties, while objectively analysing data to ensure all decisions consider potential consequences.

### Mutually beneficial relationships

We aim to establish and develop mutually beneficial relation with our customers and supplier to improve overall quality resulting in greater knowledge, service levels and efficiency.

### Reviews

The operation of this policy and the associated procedures will be reviewed annually or more frequently, if a significant incident or change is identified, to ensure that they remain current and applicable to the activities in all companies within Boden Group.

Andrew Beagley  
 Managing Director  
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