



## Quality Policy

January 2024

A2O Ltd is committed to the highest standard in customer solutions-based services provided. We listen to our customers, continually reviewing our processes of product relations in line with business needs, maximising the efficiency of our resource management system. The principle elements of our policy are:

1. To develop and maintain a Quality & Environmental Management System satisfying the requirements of BS EN ISO 9001: 2015 which forms the framework for achieving continual improvement, complete client satisfaction and full realisation of all company objectives;
2. To focus on the requirements of our clients, establishing levels of communication capable of fully determining their needs and expectations;
3. To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives;
4. To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.

Approved by:  Daniel Yardy Managing Director	Signed:  <i>D. Yardy</i>	Date Approved:  31/01/2024	Next Review:  31/01/2025
---	--------------------------------	----------------------------------	--------------------------------