

Condair Ltd is dedicated to the development of world-class products, sustainable solutions and excellent service that meets and wherever possible, exceed the requirements and expectations of the Company's customers, both internal and external. Condair Ltd recognises that customer satisfaction is a key factor in achieving sustainable commercial growth and strives continuously to improve our performance in this regard.

- It aims to adhere to the principles of a Quality Management System with a structured, systematic, strategic approach to all activities. This is subject to a process of regular review and revision in meeting regulatory requirements and as part of our strategy for continuous improvement. We view our registration to ISO9001:2015, ISO14001:2015, ISO45001, with working towards ISO45003 as an intrinsic part of achieving this aim.
- The documents and objectives form the foundation of our activities both internally and with respect to customers, and, contributing to our aim of continuous improvement, they are subject to regular review by the Management Team. It incorporates empowering our staff and acting on our vision to improve Human Life and be an Employer of choice.
- Our effectiveness depends on all staff being aware of the aims and principles of our system and applying them in their daily activities. Communication of these aims, principles, responsibilities and procedures is a core element of this policy and we are committed to this. We aim for our staff to be motivated to contribute actively to the development of our system and to ensure all interested parties are communicated to.
- We aim to differentiate Condair Ltd from our competitors by providing consistently high quality products, matched by a superior level of service. Customer focus is a primary element of our approach to this and, as part of our desire for continuous improvement, we actively seek feedback from customers to improve our processes. This policy commits to satisfying applicable requirements to continually improve the management system, by being results orientated and reliable.
- We work closely with suppliers to ensure that they are aware of our Quality, Policy and to engage them in contributing to our aims. When appropriate, we will provide feedback and work with them to help them improve their level of service and performance. Equally, it is our policy to promote the benefits of good practice in our Management System, alongside other areas of best practice, within our industry as a whole.
- We have a Quality and Environmental Systems Manager who is responsible for maintaining the system, and, together with the Management Team, for ensuring that all staff are familiar with those parts of the systems that relate to their specific roles, and to their individual and departmental objectives.
- This Quality Policy will be reviewed at least once a year, to ensure its suitability with respect to a developing organisation, as part of our policy of our continuous improvement and effectiveness to the system.



**Dave Marshall-George**  
Director Condair Ltd

**Date 06/01/2025**

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