



Botson Daniels & Associates provide high quality health and safety consultancy, training and accreditation with expertise in construction, demolition, industrial, manufacturing, factories & foundries, transport, facilities and other industries.

Botson Daniels & Associates has established quality objectives at all relevant functions, levels and processes as needed for the Quality Management System. These quality objectives demonstrate leadership, enhance customer satisfaction and the engagement of people and are measured, updated and documented.

Botson Daniels & Associates has considered all the external and internal issues relevant to its purpose and strategic direction and how they affect its ability to achieve these quality objectives.

Botson Daniels & Associates has also considered the needs and expectations of interested parties that are relevant to the Quality Management System. They monitor and review information about interested parties and their requirements, including Legal and statutory requirements. Botson Daniels & Associates is committed to the improvement of the quality of its activities products and services for all interested parties.

Interested parties for Botson Daniels & Associates include shareholders, employees, customers, subcontractors, suppliers, professional organisations and regulatory bodies.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect both customer and business requirements, will result in the continuous satisfaction of the customers that we serve and the principles that we represent.

This will be achieved by a continuous process of quality management and improvement, which includes;

- ◆ A commitment to develop, monitor, continually improve and comply with the quality management system.
- ◆ A commitment to comply with relevant statutory and regulatory standards and requirements.
- ◆ A commitment to continually enhance customer satisfaction.
- ◆ A commitment to build and continuously improve our competitive advantage.
- ◆ A commitment to listen to and respond to all interested parties' requests, needs and expectations.
- ◆ A commitment to team working and building a team-based culture, which maximizes the contribution of each individual and empowers the team to meet business needs.
- ◆ A commitment to continually develop staff training and competency.

This quality policy is communicated, understood and applied within the organisation and is available to relevant interested parties, as appropriate.

The policy will be revised and updated as necessary.

<b>Signed</b>	Lance Daniels	<b>Date</b>	28/3/18
<b>Position</b>	Director		