

## Airflow Developments Ltd. Quality Policy

Airflow Developments Ltd. has earned a reputation as an industry leader in ventilation by consistently delivering innovative, high-quality products with in-built reliability, developed by air movement experts, and supported by knowledgeable, attentive customer service.

Airflow is committed to delivering products and services that consistently meet and where possible exceed the expectations of customers, suppliers, service providers, and all other interested parties, and will comply with all applicable statutory and regulatory requirements.

Airflow is committed to maintaining and the continual improvement of its Quality Management System in accordance with the requirements of ISO 9001:2015, ensuring it remains effective and aligned with strategic direction.

By setting clear objectives, and embedding quality management principles into its operations, Airflow aims to create long-term structure and disciplines and aims to deliver a positive impact on staff and interested parties alike.

To meet its objectives and uphold its responsibilities, Airflow shall:

- Understand and respond to the needs of customers, suppliers, service providers, and all other interested parties to enhance satisfaction.
- Strive to provide exceptional levels of customer support and service to exceed customer expectations.
- Establish clear vision and direction, aligning strategies, policies, and processes.
- Create an environment that encourages staff to achieve quality objectives.
- Empower its employees with the knowledge, training, and tools necessary, recognising and enhancing competence, and encouraging collaboration across all levels of the business.
- Manage activities and structuring resources and processes, improving efficiency and effectiveness to achieve consistent and predictable results.
- Drive continual improvement of the Quality Management System, in accordance with ISO 9001, throughout the business as a permanent objective, encouraging learning and innovation.
- Base strategic business planning decisions on the analysis of data and information ensuring decisions are informed and effective.
- Manage relationships with interested parties to enhance performance through strong, mutually beneficial relationships.

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- Prioritise suppliers with strong quality system credentials and integrate stringent quality management criteria into its procurement practices and supplier selection.
- Identify risks and opportunities to ensure the integrity of Airflow's Quality Management System.
- Maintain ISO 9001 certification through rigorous monitoring and review and development.

This policy is communicated, understood, and applied throughout Airflow, and is the responsibility of Airflow's management and employees to implement and maintain the principles of this policy through effective monitoring, control, audit, and review.

This Quality Policy will be reviewed periodically to ensure it remains relevant, effective, and aligned with Airflow's commitment to quality.

**Alan Siggins**  
**Managing Director**



**30/07/2025**

**Paul Carpenter**  
**Operations Director**



**30/07/2025**

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Certificate No. EMS 569454  
BS EN ISO 14001 : 2015

Certificate No. FM 00152  
BS EN ISO 9001 : 2015