

Quality Policy Statement

Air Business is an award-winning provider of global mail, subscriptions, event logistics and e-Commerce solutions, renowned for delivering market-leading service quality and customer experience.

As well as being one of the fastest growing companies in our market, we are committed to maximising value and making our business work harder to meet our customers' requirements and deliver customer satisfaction.

As the Professional Publishers' Association's (PPA) strategic partner, we are committed to being more than just a supplier, but also a visible, active and passionate supporter of the whole publishing community.

Through certification to the international standard for Quality management BS EN ISO9001:2015, we are committed to ensuring that we will:

- Comply with our clients' requirements relating to product quality and delivery and all other applicable statutory and regulatory requirements.
- Strive to continually improve the effectiveness and performance of our quality management system.
- Establish and review quality objectives, targets and action plans across all levels of the business.
- Provide ongoing training and awareness for our staff to ensure they remain focussed on delivering the highest possible standards of customer and operational service.
- Obtain and analyse customer feedback to identify areas of opportunity to improve our services.

This policy will be communicated and understood by everybody within the company and is reviewed by the Senior Management team to ensure its continued suitability.

Signed



Adam Sherman
Chief Executive Officer

June 2025

