



## QUALITY POLICY

BOSS historically focussed on the provision of office supplies. As market needs have changed, BOSS has diversified into PPE, document solutions, office interiors, printed promotional goods and IT systems and support. Our strength is in our friendly size and our absolute focus on making our customers want to return.

Customer service is a critical part of the BOSS culture and we have performed well, with great customer retention.

A quality and environmental management system has been developed to support our commitment to continual improvement. It provides a framework for ensuring that all applicable customer and legal requirements are being met, and objectives are set annually to provide a focus to our improvement activities.

The market in which BOSS operates is in a period of significant flux; our quality management system is designed to support us as we adapt to changing market conditions and make sure that we never lose sight of our drive for an ever better customer experience.

Signed:

Bruce Budge  
Managing Director

Date:01.01.2017



## ENVIRONMENTAL POLICY

The Directors and Management of Border Office Supplies are committed to achieving environmental best practice wherever practicable. We recognise the need to maintain a healthy environment in pursuit of achieving economic business growth.

We will continue to meet the requirements of ISO14001 by seeking to continuously improve our management system to enhance our environmental performance.

BOSS is committed to protecting the environment and preventing pollution, in particular air pollution associated with distribution of goods and staff travel. We have a process for identifying our most significant environmental impacts and use that knowledge to focus our activities, including the setting of annual objectives.

BOSS fulfils all applicable compliance obligations and the management system provides a framework for ensuring that that position continues.

Signed:

Bruce Budge  
Managing Director

Date: 01.01.2017

## REVISIONS LIST

SECTION	ISSUE DATE	DESCRIPTION	AUTHD BY
ALL	Nov 2016	First issue of QEMS manual	BB