



QUALITY POLICY

Andiamo! Language Services Limited is committed to providing services which completely satisfy the expectations of its customers.

The Company operates documented procedures for all functions aimed to meet the requirements of ISO 9001:2015, ISO 14001:2015 and 17100:2015 and which provide a framework for establishing and reviewing the Company Quality Objectives. The Company is committed to Continuously Improve the Business Management System and the service provided to its customers.

The General Manager has the authority and responsibility to ensure that documented systems and procedures are prepared, maintained and implemented to ensure compliance with Company policy, customers' requirements and the Business Management System. The General Manager shall also ensure that any amendments to the standards referred to above continue to be reflected in the Business Management System.

In its quest for excellence and continual improvement, the Company ensures that all staff are suitably trained, and are provided with appropriate resources to meet customer as well as statutory and regulatory requirements. The Company ensures effective implementation and maintenance of its Business Management system through the Internal Audit process.

A handwritten signature in black ink, appearing to read "M. Sambidge".

Miranda Sambidge
General Manager
3rd September 2019