Product Assurance Policy Statement

1. Our Business

Arco's mission is to keep people safe at work. We focus on ensuring our customers have access to quality and compliant products from an ethical supply chain. We are an integral part of our customers' supply chains, and we pride ourselves on being a well-governed, ethical and compliant supplier. We endeavour to use our relationships across the world to improve compliance, quality and ethical trading standards.

Our policy and related guidance are intended to meet our compliance obligations as well as supporting our stakeholders to meet theirs. Arco has taken significant steps to support its customers in ensuring products meet and continue to meet the appropriate standards and regulations and that the quality of goods consistently meet the requirements of the customer.

In this Product Assurance Policy Statement ('Policy') and any supporting guidance ('Guidance'), 'We' or 'Arco' refers to Arco Limited and its subsidiaries and 'our', 'us' or any equivalent phrase shall be interpreted accordingly.

2. What is Product Assurance?

Manufacturers and distributors of goods have obligations they must meet when making products available on the market. These differ depending on the market in which they are being sold e.g. the GB or EU markets, and the type of product. Goods are assessed and marked to show their conformity, the marking is attributable to the territory in which they are being sold, examples include United Kingdom Conformity Assessment ('UKCA') marking and for goods to be sold within the European Union they must display a 'CE' mark. Product Assurance is about ensuring products meet these obligations and that they are fit for sale and purpose. Examples of product types with specific obligations include, Personal protective equipment ('PPE'), medical devices, chemicals.

3. Our Policy

As a distributor, it is Arco's policy to meet or exceed the obligations of any territory in which we make our goods available. We are committed to ensuring the ongoing conformity of our products. Additionally, Arco routinely tests safety claims made by our own-brand and performs spot-checking of our proprietary PPE products. Arco will not tolerate non-compliant products being sold in the markets to which we sell. It is our duty to highlight non-conforming products to the appropriate authorities. This Policy and any Guidance are intended to ensure we maintain the highest standards.

4. Application of this Policy

This Policy applies to Arco and all Arco colleagues. All Arco colleagues must read, apply and comply with their obligations under this Policy and supporting Guidance. This Policy is also relevant to our vendors, suppliers, service providers and customers (together our 'Commercial Partners') when conducting business with us; for example, this policy is reflected in our Supplier Code of Conduct. We will not work with Commercial Partners who are not committed to complying with applicable laws and standards.

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