

# Quality Policy Statement

**Arco Limited and its subsidiaries is the UK's leading safety products and services company with a core purpose of keeping people safe at work.**

We are committed to supplying products and services which exceed the needs and expectations of our customers each and every time and to continually improve the effectiveness of our Quality Management System. We understand the importance of engaging with interested parties to establish and maintaining high standards of quality and just as important our commitment to communicate with colleagues to encourage the sharing of ideas and advice both internally and externally. Only by providing outstanding service and product quality will we achieve our aims of long-term success and sustainability.

In order to meet these commitments, we maintain a Quality Management System, which conforms with the requirements of the latest edition of BS EN ISO 9001:2015 and complies with accepted industry standards, customer and other statutory/regulatory requirements.

We are committed to the following principles:-

- Our leadership and senior managers will ensure our quality policy is implemented and maintained and supports the strategic direction and context of the organisation through a framework of objectives.
- Promote a quality culture through continual improvement by supporting our colleague's development and maximising on their potential through internal and external training, including professional qualifications.
- Ensuring we have resources available to implement this policy and maintain certification to the standard.
- Working closely with suppliers to ensure product quality and supply are ethically, sustainably and environmentally maintained.
- Driving continual improvement through the adoption of innovation and best practice.

- Auditing and testing, both internal and external, are the means to which we measure the delivery of customer experience, products and services. This includes the testing of products within our Product Assurance Laboratory, our Quality Assurance team both in the UK and China and third-party testing.
- Our performance will be reviewed, monitored, analysed and evaluated on a regular basis by departments and formally reviewed by our leaders through a number of channels including Performance Reviews, Audit Committee and Management Reviews.

The responsibility for delivery of our quality management system is with everyone jointly and individually, with leadership from top level management and cascaded on a regular basis.

This policy will be reviewed annually or in light of any significant changes to the business. It will be communicated and understood by all colleagues and made available to any interested parties via our website or on request.



**Guy Bruce**  
CEO

3 July 2023

