



## Quality Policy

ARM Ltd, based in Rugeley, Staffordshire design, install and maintain reed beds for wastewater and sludge treatment. ARM Ltd will comply with all applicable legislation and other requirements of relevance to ARM, including ISO 9001:2015 and specific customer requirements. ARM Limited recognises that the management of systems for quality, occupational health and safety and environmental care play a crucial part of its operations. We view maintenance and improvement of these management systems as a primary responsibility for the Company.

ARM commits:

- To comply with all legal and other requirements of relevance to the company (including specific customer requirements which have been communicated to us and agreed upon).
- To continually improve our Quality management systems in order to enhance our performance and to attain the highest levels of customer satisfaction. The mechanism for improvement is through the identification, implementation and regular review of quality, environmental and health and safety objectives.
- To set management system objectives as a result of management review outputs or from identification of gaps in the management systems.
- To review and communicate our objectives to relevant functions and levels within the business.
- To take due care to ensure all activities are safe for our employees, associates, subcontractors and others who may be affected by our work activities or our omissions.
- To work closely with our customers and suppliers to establish the highest standards for quality, occupational health and safety and environmental care.
- To enhance our customers' perception of us by consistently meeting their requirements through the delivery of our products and services.
- To focus our efforts on our customers' needs and expectations of us, in order to enhance our value as a supplier to them.
- To adopt a forward-looking and inclusive view with respect to future business decisions which may impact on the quality, environmental and occupational health and safety management systems.
- To communicate, instruct and train our staff in awareness of the requirements, benefits and importance of the quality, environmental and occupational health and safety management systems.
- To provide all resources required to meet the above commitments.

Signed:

A handwritten signature in blue ink that reads 'David Cooper'.

Dated: 09 January 2018

**David Cooper - Managing Director**

**Review Date: January 2019**