



## Quality Policy Statement

### OUR VISION

To be regarded as the UK's leading designer and installer of reed beds for wastewater treatment by our customers, industry peers and other stakeholders.

### OUR MISSION

To consistently surpass the high standards of quality and service demanded by our customers by providing unrivalled expertise on the design and installation, maintenance and refurbishment of reed bed treatment systems that meet specifications every time.

*To achieve this goal, ARM Limited recognises and understands that the management of systems for quality play a crucial part of its operations, and commit to the following principles:*

### CUSTOMERS

- Identify and understand our customers requirements and ensure we can meet them.
- Maintain good working relationship with our customers.
- Consistently meeting their requirements through the delivery of our products and services.
- Encourage customer feedback to help us improve performance and service.

### INTERNAL SYSTEMS

- Understand and manage our processes to ensure they are performed effectively and safely.
- Sustain quality excellence through the management of risks, identify opportunities and the continual improvement of processes and services.
- Set, achieve and review quality objectives.
- Maintain a quality management system that complies with the requirements of ISO 9001:2015 and other applicable legislative and regulatory standards.
- To provide all resources required to meet the above commitments.

### STAFF

- Employ and retain a skilled workforce who share the Company's vision and values.
- Provide a safe working environment for our employees, associates, subcontractors and others who may be affected by our work activities or our omissions.
- Provide training to employees so they have the relevant skills to fulfil their duties.
- Engage with employees to obtain feedback to help identify opportunities for improvement.
- To communicate, instruct and train our staff in awareness of the requirements, benefits and importance of the quality management system.

### SUPPLIERS

- To only use reliable and competent suppliers who share our commitment to customer satisfaction.
- Maintain close relationships with key suppliers for our mutual benefit.



David Cooper  
Managing Director

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