



Quality Policy Statement

It is the policy of Arc Fleet Services to provide its customers with a service, which fulfils their specified requirements. A company wide quality assurance system is in operation and which is designed to comply with the requirements of ISO 9001:2015 and ISO 10125. The Quality Manual defines the commitments of the company and the complementary Quality Procedures detail the methods that are employed to ensure customer satisfaction.

The following principles are applied throughout the company:

- Full commitment of all personnel to enhance customer service.
- Full commitment of all personnel to active involvement in making improvements.
- Full commitment to using environmentally friendly products and promoting the re-cycling of old materials.
- Full commitment to on-going training and development of staff.
- Full understanding by all employees, of long-term importance of achieving customer satisfaction, by providing a consistently high-quality range of products.
- An appreciation that a consistent quality product can only be achieved by ensuring control at each stage of manufacture.
- We will comply with BSI Kite mark to ensure vehicles are correctly repaired
- Risks reviewed & assessed and are contained within the company's risk register

Signed:

A handwritten signature in black ink, appearing to be 'A. Smith'.

Managing Director

Quality Lead Date: 21st of June 2017