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## QUALITY MANAGEMENT POLICY

This policy outlines our endorsement and intention for quality within Artic Building Services Ltd. Its purpose is to communicate the company's expectations to all those delivering services upon our behalf.

Commitment to quality is vital for our long term success. We must listen to our customers, understand and manage their needs and expectations, endeavouring to give complete satisfaction.

We will strive to provide a competent and comprehensive service, in compliance with the service requirements that we have agreed with the customer. Our aim is that our customers regard us to be a valuable part of their team and they would be happy to recommend our services to others.

In short, we must aim to be the best at what we do.

Through our routine of management review meetings, we will establish and monitor our targets and objectives for development, as it is essential that we continually improve, year-on-year.

This statement has been prepared to demonstrate our commitment to quality and the customer. This message shall be communicated and understood throughout the company and we expect that all persons performing work upon our behalf share our commitment to these values.

This policy statement shall be made available to the public, upon request, and is subject to annual review to ensure its continued suitability.

Original Signed

Original Dated

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