

Quality Policy

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting, a review of the objectives, our commitment to satisfy applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system. Arena Stone and Ceramics Limited wish to be recognised within the industry as a collaborative organisation with the right culture of openness and teamwork.

Customer focus: We have made a commitment to understand our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Our Top Management are committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: We recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

Process approach: We understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: We have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management We recognise that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy also meets the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities.

We have produced quality objectives which relate to this policy and they can be found in document R03 Quality Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Company Noticeboard.

Signed

Scott Faulks
Commercial Director



Rod Miles
Projects Director

