

## QUALITY MANAGEMENT POLICY

AMP006 Version 5.0 June 2023

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### Aim

Arinite has a Quality Management System in place to ensure that clients continue to receive the service they expect, that complies with our duties under UK legislation, and that we continually improve how we work. The Quality Management System is integrated into our business processes and is our standard way of operating. The System includes an assessment of the strategic risks to the business and the needs of our interested parties to implement controls to bolster resilience.

### Achieving our Aim

Resources are allocated to ensure customer satisfaction through understanding and responding to their needs.

The Operations Director agrees the Terms of Reference with each customer, assigning a suitably qualified associate consultant to deliver the services. Reports, risk assessments, manuals, policies, and other outputs are subject to technical review by an expert in health and safety, fire, or environment, and they are proof read for typographical and formatting issues by the Admin Team. Reports are delivered to the client within an agreed timescale.

We consider planned or new developments in our processes and services so that changes are controlled to manage or eliminate foreseeable risks. We monitor changes to health and safety legislation, guidance, and good practice, as well as feedback from associates, consultants, and clients, to ensure that our systems are always up to date.

We check and measure our performance and communicate the results regularly to interested parties, including customers, potential customers, and our consultants.

Where shortcomings are identified we conduct cause analysis reviews and investigations and use the results to refine and improve our processes. This is managed by the Operations Director.

We are committed to continual improvement of our management systems.


We are accredited to ISO45001:2018 for our Health and Safety Management System, and utilise the approach set out in ISO9001:2015 for our Quality Management System.

### Communication of Policy

This Policy Statement is communicated to all our employees, associates, and consultants, is published on our website and available to customers and other interested parties including the public to view.

### Policy Review

This Policy Statement and all relevant systems documentation will be reviewed by the Managing Director and managers at least annually and after any significant change to knowledge or the scale or nature of Arinite's operations.



Signed: ..... Date: 30<sup>th</sup> June 2023

Next Review Due: June 2024

Reviewed by **Michele Jarvis** MSc DipNEBOSH FIIRSM CMIOSH MIIAI AIFSM