

Quality Policy Statement

(ISO 9001:2015 Clause 5.2.1)

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Approval

Approved By Signature of Approver		Ciaran Rafferty	
		<i>Ciaran Rafferty</i>	
Approver's Role Within ARO		CEO	
Issue	5.0	Date	23/09/2026

Author

Author	Issue	Date
Greg Nott	1.0	19-Jul-23
Greg Nott	2.0	13-May-24
Paul Langan	3.0	17-Aug-25
Greg Nott	4.0	18-Jun-26
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Review

Reviewer	Review Criteria	Issue	Date
Paul Langan	ISO 9001:2015	1.0	01-Aug-23
Paul Langan	Review & Rebrand	2.0	13-May-24
Paul Langan	New CEO	3.0	17-Aug-25
Greg Nott	Annual Review	4.0	18-Jun-26
Paul Langan	Objective Framework Link	5.0	22-Sep-26

Change History

Author	Change	Issue	Date
Greg Nott	Initial	1.0	01-Aug-23
Greg Nott	Review & Rebrand	2.0	13-May-23
Paul Langan	New CEO	3.0	17-Aug-25
Greg Nott	Annual Review	4.0	18-Jun-26
Greg Nott	Objective Framework Link	5.0	22-Sep-26

Associated Documents

Document	Version
IT IMS Objectives 2026 Tracker V2	2.0
Intranet/SLT-Commitments-2026	1.0
Management Review	2026

Scope

This document is part of the Integrated Management System (IMS) for ARO and is consistent with the standards listed below and describes the Quality Policy adopted by ARO.

- ISO 27001:2022 – Information Security Management Systems
 - ISO 27017:2015 – Code of Practice for Cloud Services
 - ISO 27018:2020 – Code of Practice of Personally Identifiable Information (PII)
- ISO 9001:2015 – Quality Management System
- DSPT (Data Security and Protection Toolkit) for the NHS.
- Cyber Essentials Plus

Quality Policy Statement

At ARO, we are dedicated to delivering exceptional products and services that exceed customer expectations while ensuring compliance with ISO 9001:2015 and other applicable requirements. Our commitment to quality is embedded in every aspect of our operations, within our organisation Values, and we strive to continually improve our processes, performance, and customer satisfaction.

Key Principles of our Quality Policy:

- **Customer Focus:** Our customers are at the heart of everything we do. We actively listen to their needs, expectations, and feedback, and use this insight to provide tailored solutions that add value to their businesses.
- **Continuous Improvement:** We believe in the power of ongoing improvement. By regularly evaluating our processes and systems, we identify opportunities to enhance efficiency, quality, and the overall customer experience.
- **Empowered Workforce:** Our employees are our greatest asset. We foster a culture of empowerment, collaboration, and personal development, encouraging everyone to take ownership of quality and contribute to the organization's success.
- **Compliance and Standards:** We are committed to upholding the requirements of ISO 9001:2015 and other relevant industry standards. Our processes are designed and executed to ensure adherence to these guidelines consistently.
- **Supplier Partnerships:** We maintain strong partnerships with our suppliers, working together to deliver high-quality materials and services that align with our commitment to excellence.
- **Risk-Based Approach:** We employ a risk-based thinking approach to identify potential issues proactively and take preventive actions to mitigate risks and maximize opportunities.
- **Environmental Responsibility:** We embrace sustainable practices that minimize our environmental impact, striving to promote eco-friendly solutions in our products and operations.
- **Data-Driven Decisions:** Our decisions are based on accurate data and analysis, enabling us to make informed choices that contribute to the continuous improvement of our products and services.
- **Quality Objectives:** This Quality Policy provides the framework for establishing and reviewing ARO's quality objectives. Objectives are aligned to the key principles set out above and are intended to support customer focus, continuous improvement, compliance, risk-based thinking and data-driven decision-making. They are set at relevant levels of the organisation, measured

where practicable, and reviewed through appropriate governance and management review activities to ensure they remain relevant and effective.

This Quality Policy is communicated and understood at all levels of our organisation. It is regularly reviewed to ensure its ongoing relevance and effectiveness, supporting our journey towards becoming a leader in delivering quality products and services.

We, the senior management team at Arrow Business Communications, pledge to support this Quality Policy and provide the necessary resources and guidance to achieve its objectives. Our collective commitment to quality drives our success and strengthens the trust our customers place in us.

Approved By Signature of Approver		Ciaran Rafferty	
		<i>Ciaran Rafferty</i>	
Approvers Role Within ARO		CEO	
Issue	5.0	Date	23/09/2026

Signature: *Ciaran Rafferty*

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Final Audit Report

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