

	<h2>Quality Policy Statement</h2>	Issue number:	Document Reference:
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As Managing Director I am committed to ensuring quality is at the forefront of all our activities, and adopt an approach of getting things right first time.

Advanced Rope Access (ARA) delivers a professional service, through competent resource to fulfil our contractual obligations, and to exceed Customer expectations. All of our activities are subject to a regime of Plan, Do, Check, Act (PDCA).

The Company maintains a Quality Management System in accordance with International Standard BS EN ISO 9001:2015 and is focussed on continual improvement of services to both our internal and external Customers through the setting of Specific Measurable Achievable Realistic and Timebound (SMART) objectives.

We shall provide suitable and sufficient resources to comply with our commitment to quality, and provide opportunity for input to this policy through our consultation procedure. This policy shall be communicated, at all levels throughout our Company, and be available to the public and other interested parties using appropriate media.

We will review the policy annually as a minimum, or in the interim, where changes to, standards, legislation, Company activities or risks/opportunities associated with such activities dictate.



**Lyle Robertson**  
**Managing Director**