

# Quality Policy

In a highly competitive marketplace, where quality of service and price are the key drivers of business, Arkline wishes to maintain its excellent reputation within the law and banking professions and leverage this hard-won reputation for quality of service, as a method to gain new clients and contracts.

Arkline also wishes to grow its business by continually developing its use of technology and introducing new products to improve the client experience.

All Arkline staff and field agents are responsible for the quality of their work. Arkline provides training and has established systems to assist all staff to achieve the standards required. Whilst we endeavour to produce work and offer a service that of which we can be proud, we have to recognise that we don't always achieve our own standards. When a client complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

Arkline is committed to continually improve its quality management system and meeting the standards of the regulatory environment in which it operates.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

Arkline's objectives are set out in the Business Strategy. Objectives for individual jobs are set out in their annual performance review to ensure that Arkline maintains progress with its stated aims.

West View House (UK) Ltd t/a Arkline Registered in England & Wales no. 4878622

Arkline, PO Box 63, Tadcaster, LS24 9WN