

Quality Statement

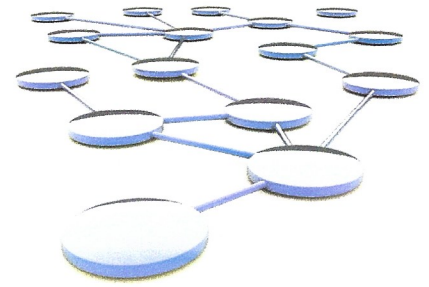
ARC Building Products was founded in 2006 and since then has grown rapidly, expanding its business throughout Ireland to take the leadership position as Ireland's largest manufacturer of tile adhesives, grouts, levelling compounds, primers, sealants and admixtures. It is the Policy of ARC Building Products to work within the company's management system that provides Quality Products and Services to our Customers.

As an independent Irish based manufacturer we offer unrivalled levels of service, with products specifically designed and developed for the Irish market and a quick and flexible approach to supplying our retail customers. We are committed to providing customer satisfaction at the highest level of quality, on time and at a competitive price. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Board of Directors, who will continuously monitor its effectiveness. Management will review, measure and improve QMS on an ongoing basis.

Quality is crucial to our success. We will educate all ARC employees that our commitment to quality will preserve and build the value of our good name and reputation. ARC employees will have the knowledge and skills necessary to ensure that the quality of our products and services provided throughout the country, is always at the highest level.

All ARC employees participate and contribute to Arc's Quality systems thus enabling us to consistently deliver the highest quality products to our consumers.

ARC Building Products operates in an environment of mutual trust and respect, creating a workplace with equal opportunities for all employees.



Commitment

THE FOLLOWING ARE THE CORE PILLARS OF OUR QUALITY SYSTEM, DEFINING OUR COMMITMENT TO STRIVE TOWARDS QUALITY EXCELLENCE:

- Focusing on client requirements by identifying, performing and managing activities that will allow us to improve customer satisfaction.
- Continually monitoring and reviewing our Quality Policy and our processes, through audits, management reviews and customer satisfaction surveys, to ensure that they are relevant and effective to the changing needs of our customers.
- Identifying potential errors and implementing the necessary corrective actions to reduce or eliminate them.
- Developing and implementing the Quality Management System (QMS), based on the principles of ISO 9001, which enables us to control activities throughout the lifecycle of products.
- Providing extensive staff training, promoting a 'Right First Time' attitude towards quality.
- Ensuring that all company policies and procedures have the full support of senior management.
- Encouraging employee's involvement at all levels of the business to establish and achieve quality goals.
- Developing and maintaining mutually beneficial partnerships with our customers and suppliers, that may be used in the delivery of our products, and making sure that they also comply with our quality philosophy and company policies, thus achieving high levels of client satisfaction.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation.
- Ensuring that *ARC Building Products* QMS provides control of our activities for Quality, Environment and Health & Safety.
- Observe and comply with all relevant regulatory requirements.

Martin Nolan

David Orr

Fergal Simpson

Fergal Simpson