



## ARI FLEET UK QUALITY POLICY

### What is ARI UK?

ARI UK is a leading funding and fleet management company, specialising in complex car, van and HGV fleets. Headquartered in Chippenham, the UK business provides state-of the art turn-key solutions including vehicle funding, acquisition and remarketing, maintenance management, commercial vehicle compliance, accident management, daily rental, and driver risk management.

As part of the family owned Holman Enterprises Group, ARI is a global fleet management leader with over 2 million vehicles managed worldwide, with a work force of over 2,300 and offices throughout the United States, Canada, Mexico, Germany and the UK.

### Why is Quality important to ARI UK?

Quality is the foundation of our company and is fully embedded in our objectives and values. We are fully aligned to ISO 9001: 2015 standard and this is independently verified by BSI (British Standards Institute).

ARI UK commitment is to never compromise on safety, compliance and the quality of our services.

We have highly skilled teams both in the UK and across the globe that are dedicated to ensuring our customers' expectations are not only met but exceeded. Utilising our continuous improvement approach through monitoring market trends, innovation and advancing technology we ensure ARI UK remains an Industry leader.

By understanding our customer needs, legislative and regulatory requirements we provide services that ensure safety, value, innovation and customer loyalty.

### What are ARI UK's Quality Objectives?

- Deliver a great customer experience through operational excellence
- Cultivate a workplace to attract, develop and retain energised staff
- Amplify ARI Product and Service value in the market.
- Transform and simplify how ARI plans to enable profitable growth
- Execute with an economic and business first mind-set
- Deliver the financial plan



## What does Quality mean to our stakeholders?

- Quality for our customers means they can rely on our products and services to consistently meet their specifications and requirements.
- Quality for our suppliers means we work in partnership to achieve stable, long-term growth and mutual benefits, while keeping ourselves open to beneficial new opportunities.
- Quality for regulatory authorities means that we will operate ethically and with integrity to the highest standards, in order to meet all applicable regulatory requirements.
- Quality for our colleagues means we all take personal accountability to ensure our work meets or exceeds customer requirements.
- Quality for our company means we all drive a continuous improvement culture that is enabled by process improvement and the QMS.

## How will the ARI UK quality policy be delivered?

We will actively pursue ever improving quality through our QMS and PIE program to enable each employee to do their job right, the first time and every time.

In order to deliver the policy effectively this policy and objectives will be reviewed at least annually, updated and reissued to all ARI UK stakeholders.

Nick Caller  
**Managing Director**