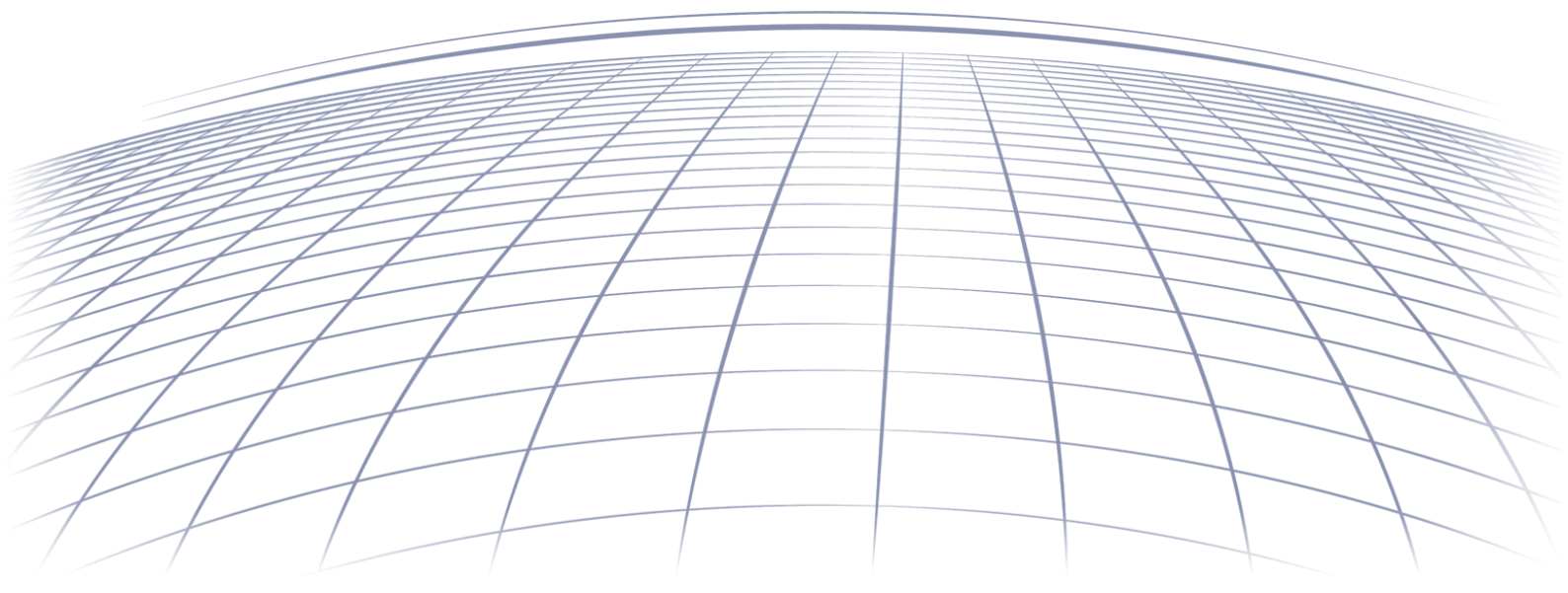




Ark Quality Management Policy

Document ID: 14103-A-Quality





Ark Quality Management Policy

VERSION HISTORY

Document ID:	14103-A-Quality		
Document Title:	Ark Quality Management Policy		
Document Owner:	Louise Methven		
Document Approver:	Huw Owen		
Date	Version	Author	Comment
11 January 2016	1.0	S Burrage	New document created
25 January 2017	1.1	S Burrage	Minor narrative and document control changes
31 January 2018	1.2	S Burrage	Moved to new template, minor correction made to 9001 reference and objectives
21 January 2019	1.3	S Burrage	Addition of toolsets & specific note about QMS within the CI paragraph and amendment to how our other certification integrate into the management systems.
14 April 2020	1.4	S Burrage	Added confirmation on which sites the policy applies too.
15 September 2021	1.4	L Methven	Added new owner, removed reference to D2 and minor narrative changes throughout.
27 September 2022	1.5	Tony Singh	Minor formatting changes and minor narrative change
14 November 2023	1.6	L Methven	Updated owner and minor narrative changes. Updated document ID following re-org.
26 November 2024	1.7	L Methven	Removed contents list and updated CR year only
14 October 2025	1.8	L Methven	Updated CR year, web URL in footer, ISO standards and minor narrative changes throughout.

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Ark Quality Management Policy

Policy Statement

Ark designs, builds and operates sustainable, resilient, secure and highly efficient data centres. We are passionate about making Ark a better business:

- We are committed to our customers as they are at the heart of all we do. We will work together as a team to ensure customers' expectations and needs are met and surpassed.
- We are committed to continually looking for ways to improve the effectiveness, efficiency, availability, sustainability, and security of our business as well as the Quality Management System (**QMS**).
- We ensure continual improvement in what we do through research, lessons learned from experience, utilisation of root cause analysis using principles such as the 5 whys, adoption of relevant technology or toolsets and listening to our customers.

This policy applies to all activities and work undertaken at any of our sites.

We believe that the effective and consistent implementation of a QMS is essential to enable us to meet these commitments.

We maintain a QMS that reflects our business requirements and we continually seek to improve the effectiveness of that system.

The Senior Leadership Team (SLT) endorse all quality objectives to ensure they are SMART and reflect the current needs and goals of the business. Those objectives, supporting key results (OKR) and our performance against them will be measured and evaluated as often as is necessary and in any event no less frequently than annually.

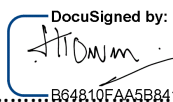
Our QMS will, as an absolute minimum, satisfy the requirements of our customers, our interested parties, the ISO 9001 QMS standard, and all legal and regulatory requirements.

Our QMS is defined in documented policies, processes and procedures that provide clear standards and guidelines for all appropriate areas of our activities.

We are also certified to ISO 22301, ISO 27001, ISO 50001, ISO 45001 and ISO 14001 in addition to Cyber Essentials Plus, PCI-DSS and Investors in People (IIP). The policies, processes and procedures for those certifications are integrated into our QMS.

Like all documents within our management systems, this policy is reviewed as often as necessary to ensure that it accurately reflects the intentions of the organisation and ensure its continuing suitability.

Signed by:

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Huw Owen
Chief Executive Officer

Date:

14 October 2025 | 15:52 BST
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