

SPADEOAK

INNOVATIVE
AGGREGATE
ENGINEERING



QUALITY POLICY
AGGREGATE INDUSTRIES UK LTD T/A SPADEOAK

Spadeoak believes that its market expects a continually improving service.

Therefore we aim to continually improve the service we provide to meet our client's requirements and to produce a quality finished product on time and right first time.

- Continual improvement is a business requirement and part of the culture of Spadeoak.
- Whilst we commit to meet the requirements of our clients, we also commit to meet all legal and regulatory requirements.
- We aim to achieve the above by operating a QMS that complies with ISO 9001:2015

Only by providing an outstanding service and quality product will we achieve our aims of long term success, sustained market share and profitability improvements.

- All personnel within the company are responsible for the quality of their work.
- The company has established systems and processes to assist all personnel to achieve the standards required.
- We give our people the right information, advice, training so they know their responsibilities and are competent to work and we hold everyone accountable for their behaviour.
- We have channels of communication to encourage all employees and their representatives to contribute to improvements in our quality performance.

While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we do not always achieve our own standards.

- We aim to provide a defect free quality product by working with our supply chain and all stakeholders.
- When a stakeholder has cause to complain we are committed to investigating the complaint and will do our best to put right all justified complaints.

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

- The quality and all other policies are reviewed every year, or when there are significant changes to the business.
- We provide sufficient resources to implement quality policy in full.
- The objectives of this company are set out in the Quality Objectives and are implemented using the Business Improvement Manual/ Procedures, which support this Quality Policy.

Signed:

A handwritten signature in black ink, appearing to read 'Dave Dawe', written over a horizontal line.

Dave Dawe, Managing Director
November 2018