

## CASTLE CEMENT LIMITED

### QUALITY POLICY

Castle Cement markets and supplies cement related products in the U.K. Part of its corporate vision is to maintain its market share by ensuring quality targets are always met. To help achieve this the company is committed to establishing Quality and Service Management Systems that are certified to ISO 9001:2000. In addition, cements supplied by Castle Cement are subject to third party product certification, where appropriate, resulting in CE or Kitemarking for relevant products. The company aims to meet all customer requirements and strives to exceed customer expectations through continually improving the effectiveness of its management systems and is committed to:

- Quality performance throughout its supply and service chains with its overall target of reducing complaints and non-conformances year on year in order to maintain its market share.
- Establishing explicit quality specifications for service, products and raw materials delivered to its operations.
- Ensure products and services delivered whether externally or internally are to the agreed standard.
- Ensure that quality data is circulated within each operation in order that every employee can judge their performances against agreed quality performance indicators.
- Ensure that specific training needs are developed through Integrated Management System (IMS) reviews.

The responsibility for quality is from the Managing Director through the operational management to every employee in the company, who through diligence and initiative can ensure the products and services delivered whether externally or internally are to the agreed standard.



**Mike Eberlin**  
**Managing Director**