

## QUALITY POLICY

### General Policy

The quality and reliability of PERMAcast pre-cast concrete products and services are the foundation of the success of the organisation. We aim to constantly develop and improve the business, whilst striving to continually meet or exceed the expectations of our customers and relevant interested parties.

### Commitment

We are committed to:

- Continually improving processes and systems
- Total customer satisfaction
- Never sacrificing the quality of our product
- Satisfy applicable customer, statutory and regulatory requirements

### Objectives

- To carry out our activities in a way that is safe for employees and the community
- To establish and continuously measure quality of our product and level of service
- To actively respond to both internal and external issues, and to implement improvement measures quickly and effectively
- To build alliances with customers and suppliers to provide quality products and services
- To minimise any adverse impacts of our activities on the environment
- To achieve and maintain accreditation to ISO 9001

### Responsibilities

We all have a responsibility and duty to understand and actively support the quality management system and comply with the quality policy as quality and service is fundamental to our survival and success.

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**Managing Director**

Date 10/07/2020

Next review date: July 2023