

## Quality Policy Statement

**Russell Roof Tiles shall strive to provide competitive products and services that consistently meet customer requirements and comply fully with all applicable specifications. We shall seek to continually improve our organisational performance by developing efficient and effective ways of working.**

To support these overall objectives, the company has installed a quality management system to the ISO 9001:2015 Standard and is committed to meeting all applicable requirements of this standard.

Senior management fully support the management system and will demonstrate leadership by ensuring adequate resources are provided to deliver the requirements and take responsibility for the system content, its implementation and its maintenance. The company is committed to continually improving the management system and its effectiveness, and will set objectives to achieve this end.

In particular, the company shall:

### **1. Care for our Customers**

- Listen and respond to market feedback and seek to anticipate future requirements in products and services.
- Provide a timely and comprehensive technical service in support of our products.
- Provide comprehensive technical and safety information in support of our products.
- Deliver compliant, competitive and cost-effective products, to the right place, within an appropriate timeframe.

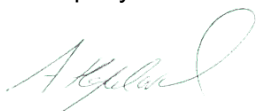
### **2. Consistent Quality in Manufacture and Service**

- Carry out appropriate checks and tests to ensure that products meet specifications and contractual expectations, and shall seek to continually improve the management system effectiveness.
- Set defined quality objectives/targets based on this policy and which address identified risks and opportunities, and formally review their progress and validity on an on-going basis.
- Maintain all appropriate third party certifications.

### **3. Involve Employees**

- Promote this policy and ensure it is understood via a training programme that incorporates quality awareness and individual roles and responsibilities.
- Establish effective two way communication with employees to ensure their understanding of the policy, encourage the exchange of ideas and information and to progress potential product and process improvements.

This policy shall be reviewed by senior management for continuing suitability, at least annually, at the management review meetings and the policy shall be made available to all interested parties via the company website.



Andrew Hayward  
Managing Director

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