



Marshalls

Group Quality Policy Statement

Marshalls manufacture a wide range of products consisting of pre-cast concrete products, natural stone and mineral products, street furniture products, ready to use mortars and screeds, and offer a wide range of ancillary building materials and accessories, required by the customer to be of consistent high quality. To achieve this products are designed, manufactured and procured to the required British and/or European Standards, or other customer requirements, and independently certified and Kite marked where applicable.

We have set a framework for setting objectives that deal with nonconformities, product and service issues, and desired improvements.

Our objectives are not only to continue to meet these requirements, but also to provide a high standard of service in a professional manner. This will consist of supply of competitively priced products, a commitment to work with customers, suppliers and designers on developing and improving our product range, to develop user loyalty and so achieve strong business performance in line with the strategic direction of the Company.

To meet our objectives, the Company applies a quality system outlined in the Integrated Systems and Quality Manuals jointly developed to fulfil the requirements of ISO 9001:2015.

The Company is committed to complying with these requirements and to regularly reviewing the system for its continuing suitability and for delivering continual improvement.

The Chief Executive has executive responsibility for all of the Company's Quality Assurance activities, whilst each of the business streams is responsible for ensuring the Quality System is implemented and maintained.

All employees, irrespective of their position and responsibilities, have an important role to play in ensuring our products and customer service are of a consistently high and acceptable standard.

Martin Coffey
Chief Executive May 2018