



# Marshalls

## Quality Policy Statement

Marshalls aims to be the benchmark trading organisation in the construction products and related industries. The Company operates simple, systemised and transparent processes that drive accountability, productivity and external focus.

The Company is committed to quality excellence, as well as providing unrivalled customer service, and we achieve this by offering:

- Products that meet all standard requirements
- First class customer service
- Complete and on-time deliveries
- Comprehensive, free technical advice

Customers are at the heart of our business. We are committed to continual review and improvement of processes, products and services, to meet and exceed our customers' expectations. We have established quality systems and monitor processes against performance targets set within business plans and objectives programmes. We will achieve our improvement targets through continual training and communication of the key business objectives to all personnel.

Customer service measures are reported monthly as part of the "PROPS" commitment (**P**roduct Availability, **R**ight First Time, **O**n Time Delivery, **P**roduct Quality & **S**ervice Quality).

We have established working groups within the business to ensure that quality expectations of both processes and products are being met and where possible exceeded. We are committed to continual improvement of both products and processes.

All products that are contained with the Official Journal of Harmonised Standards (European Commission) have been CE marked in accordance with the Construction Products Regulations.

The framework for setting objectives lies within Business Planning for each part of the business, whereby targets are set based on opportunities for growth and improvement, and to eliminate and contain risks. The Management Review process considers the effectiveness of these management programmes outlined by this policy.

Signed by:

Martyn Coffey, Chief Executive  
April 2017