

Quality Policy



Policy Overview

This policy applies to all our people at Marshalls and all other people working under any other type of contract.

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Ratified by:	Technical Director
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Author/originator:	Group IMS Manager
Developed in association with:	This policy has been developed in consultation with the Group IMS Manager, Head of Operational Support and Quality and the Group Quality Team.
Review date:	January 2027
Name of responsible reviewer:	Technical Director

Version Control

Version/Issue No	Type of Change	Date	Description of Change
Issue 7	Annual Review	January 2026	Services added in.

When this document is viewed as a paper copy, the reader is responsible for establishing that it is the most current version.

Quality Policy



Marshalls is one of the UK's leading manufacturers and suppliers of concrete, natural stone, landscape protection, roofing products, roofing installation, timber and other building materials.

Marshalls provides a tailored suite of design and engineering services, technical and design support, customer service and comprehensive free technical advice.

This policy confirms our approach and commitment to quality, our customers, key stakeholders, requirements and responsibilities to ensure we continue to be recognised as a leading brand offering high levels of quality and service.

We commit to:

- The Chief Executive having 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.
- Continually improving our quality, systems and processes to ensure we meet our objectives, strategic direction and customer expectations.
- Complying with all applicable laws, legislation, satisfying the requirements of all internal and external standards / requirements and product certification where applicable.
- Having a framework to set objectives and ensuring this is linked to the purpose and strategic direction of the business / applicable business area.
- Providing a high standard of service in a professional manner, a commitment to work with customers, suppliers and key stakeholders 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.
- Operating a Quality Management System that meets the requirements of BS EN ISO 9001:2015, as a minimum.
- Quality values that commit everyone in the organisation to ensuring our products and customer service are of a consistently high and acceptable standard.
- This policy will be reviewed annually for effectiveness and to ensure its relevance to the business.

Our Quality Values:

- Quality and safety always come first
- Quality is everyone's responsibility and we are all accountable for it
- We will never knowingly allow sub-standard or defective products to reach our customers
- We know and understand the standards and specifications for our products, and ensure that we meet or exceed them
- We will always look for ways to improve the quality of our products and reduce waste

Simon Bourne
Chief Executive Officer
January 2026.

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