

# QUALITY POLICY



## Quality Policy

### Our Objective

Adelaide Brighton Ltd's objective is to deliver quality products (and services) through an understanding of our customers' needs and the operation of best practice in quality management systems.

In supporting Adelaide Brighton Ltd's vision the following must be applied:

- Strive to understand and meet the needs and expectations of each of our customers
- Deliver quality and excellence expertly and responsibly, in an economical, safe and environmentally aware manner through the operation of formal ISO 9001 compliant Quality Management Systems or equivalent
- Offer the best quality in product by setting and monitoring progress against performance targets relevant to the individual business operations
- Drive continuous improvement through internal and external audits and use these to increase knowledge and to share best practice
- Line management is responsible for providing the training and support necessary to enable each employee to fulfil their role in the delivery of this policy
- Line management is responsible for ensuring that the principles and objectives of this policy are communicated throughout the workplace

### Our Commitment

To maintain ISO 9001 certification or equivalent at all relevant operational locations.

To implement ISO 9001 certification or equivalent at all relevant newly acquired operational locations.

We are committed to continuously improving the quality of our products and services, delivering sustained improved performance as a market leader.

The overriding principle is that accountability for quality considerations starts at senior management. In fully supporting and endorsing this approach we will not only be visible in its delivery but also make the necessary resources available to implement it.

A handwritten signature in black ink, appearing to read 'M. Brydon'.

**Martin Brydon**  
**Chief Executive Officer**