

# Quality policy

Tarmac is the UK's leading sustainable building materials and construction solutions business. Our innovative products and solutions not only deliver the infrastructure needed to grow the UK economy today but also help to create a more sustainable built environment for the country's long term future.

This policy confirms our approach to ensuring Tarmac's quality performance continually improves and delivers our objectives and targets in line with the company's strategy and direction.

**To support our approach we will ensure that:**

- We implement a robust certified quality management system, appropriate to our activities, to manage risks and support opportunities
- Our senior management team will demonstrate leadership to engage and involve employees at all levels, and relevant interested parties, in the quality management system
- Line management have a responsibility to ensure implementation and compliance at a local level

- We will work to understand and satisfy the requirements of our customers and interested parties who may affect or be affected by the company
- We understand and meet our compliance obligations, including relevant industry, legal and regulatory codes of practice
- We continually improve all quality related business systems by using the process approach and by the analysis of risk to the business, customer and interested parties
- Where evidence of risk is found the company will implement appropriate corrective action to manage the risk to acceptable levels
- We set ambitious quality objectives and targets based on the requirements of customers and interested parties. The quality objectives will be set and reviewed at appropriate levels within the company and at relevant timescales to ensure that they drive continual improvement
- We improve the quality of our products and service via proactive involvement with our customers, regulatory bodies and interested parties
- We provide appropriate resources for the learning and development of our employees, confirming that they understand their role/responsibilities and their contribution in the delivery of this policy
- We commit to maintain ISO 9001 certification and National Highways Sector Schemes at all relevant operational locations and to implement ISO 9001 certification at all relevant newly acquired operational locations within 12 months of commencement of operations.

This policy will be reviewed, as a minimum, annually.



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Building  
**our**  
future