

Quality Policy

Flexcrete Technologies Ltd operates an integrated management system governing all aspects of our business operations in compliance with our ISO 9001, ISO 14001 and OHSAS 18001 accreditations. We are committed to continuous improvement and we maintain a framework for establishing, implementing and reviewing our objectives to drive improvement forward.

This document should be read in conjunction with our Policies in relation to Health, Safety & Environment, Sustainability and Ethical Procurement. We aim to:

- Bring this Policy Statement to the attention of all stakeholders
- Set and regularly monitor SMART targets in relation to quality performance
- Ensure all products are produced to the highest standards of quality to satisfy the applicable requirements of the relevant standards
- Carry out regular audits of our quality management systems
- Achieve RFT (Right First Time) performance targets in manufacturing operations
- Train and regularly assess staff performance to demonstrate the required standards are met
- Encourage pride and ownership, fostering a culture of diligence throughout our processes
- Constantly seek improvement of the management system as a driver for quality
- Meet production and other targets without compromise to achievement of the highest levels of quality
- Monitor the performance of our supply chain partners to ensure our stringent requirements are met
- Maintain an open and constructive dialogue on quality issues with our employees, contractors, suppliers, customers and regulatory authorities
- Instil confidence in our customers by demonstrating the highest quality in products and services
- Promote the use of a process approach and risk-based thinking.
- Promote our sustainability credentials as a fundamental part of our commitment to quality
- Develop mutually beneficial relationships with interdependent business partners to improve Quality in products, service and general efficiency

This Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. All departments, managers and employees have duties and responsibilities relating to continual quality improvement. Any changes to the Policy will be brought to the attention of all stakeholders.

Signed:

Date: 22nd February 2017



Position: Director (Responsible Person)

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Environmental
Health & Safety

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