

# Quality Policy Statement



Marshalls is one of the UK's leading manufacturers and suppliers of concrete, natural stone, landscape protection and other building materials. 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.
- Satisfying the requirements of all internal and external standards / requirements including ISO 9001:2015 / 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. This will consist of supply of competitively priced products, 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.
- Quality values that commit everyone in the organisation to ensuring our products and customer service are of a consistently high and acceptable standard.
- Reviewing the Policy 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

Matt Pullen Chief Executive July 2024

**For further information:**  
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Landscape House, Elland  
July 2024 Issue 5

**Marshalls**  
*Creating Better Spaces*