



Patersons
Quarries
Limited

**Patersons Quarries LTD
Integrated Management System
Quality Policy**

Rev No: 2.2

Rev Date: 26/2/2019

Next Rev: 26/2/2020

Approved by: TP

Patersons Quarries Ltd.'s prime objective is "Customer Satisfaction". From **Paterson's** Top Management downwards, the Company continually strive to supply to our customers, products and services of the utmost integrity. Paterson's Quarries is totally committed to achieving customer satisfaction and consistently aim to demonstrate to our Customers', the Company pledge to product quality.

Patersons Quality Policy is approved by Top Management and is reviewed for effectiveness and relevance during the Company's management review. This policy forms the basis for the development of Patersons quality and business objectives factoring in, risk and opportunities in line with the strategic direction of the company. The business strategy also takes into consideration the needs and expectations of external/internal interested parties; internal/external issues which shapes the business.

The Management and staff are committed to maintaining and improving the quality standards of Patersons Quarries. Top Management will allocate adequate resources to ensure that Customer Satisfaction and product and service quality, is the core of the business.

Management and staff are aware of the Quality Policy and documented Quality Management System (QMS). They acknowledge their responsibility to comply with the system and to strive for continuous improvement and customer satisfaction. This policy is communicated, understood, implemented and maintained at all relevant functions and levels within Paterson's and Paterson subsidiaries.

Patersons (as a committed quality operation), have in place, a comprehensive training program which ensures that all personnel are trained, qualified, competent, and thus, are capable of implementing their individual responsibilities effectively to ensure they consistently meet customer requirements in conformance to, statutory and regulatory requirements to the Company product and business, in line with the requirements of:

- **Customer Perception, Expectations, Specification**
- **ISO 9001:2015**
- **Patersons own standards and expectations**


The Company recognise that quality is achieved by conscious effort from all members of staff to continually improve the effectiveness of the quality management system and how that relates to the quality of product supplied to our customer. Compliance with the requirements of the Company's quality management system **is mandatory for all staff**. All Company staff are accountable and responsible for ensuring that best practice is applied at all times and that, commitment to quality is fully realised by all employees within the Company.

All staff are authorised and encouraged to initiate action, identify and record problems, recommend and implement solutions pertaining to improving the effectiveness of Patersons Quality Management System.

The quality system provides assurance that the expectations, needs and requirements of Paterson and it's customers are fulfilled; that the necessary controls are consistently and adequately applied to meet them. It defines how effective control is established and can demonstrate the effectiveness of these controls.

Date: 26/2/19

Name/Signature:



Position: Managing Director



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