



# QUALITY POLICY

JUNE 2023



**Aggregate Industries, a part of Holcim, is a leading supplier to the construction and infrastructure industries in the UK and northern Europe. We produce and supply a wide range of construction materials and solutions including aggregates, recycled and secondary aggregates, cementitious materials, asphalt, ready-mixed and precast concrete products. We also transport waste materials as a part of our delivery process and operation, and are a major provider of road surfacing and civil engineering.**

We are committed to providing quality products and services to our customers.

As well as BES 6001 certification, an ongoing part of our standard business practice is a commitment to maintain certifications for BS EN ISO 9001, National Highways Sector Schemes, including NHSS16 and applicable legal, industry and Corporate requirements.

This policy provides a framework to allow us to establish and review our quality objectives, evaluate customer satisfaction and enhance our services for all interested parties to continually improve the effectiveness of our quality management systems.

Our on-going training and development programme ensures that our employees are responsible, accountable and customer focused in everything that they do to deliver innovative and commercially attractive solutions to our customers.

We are committed to achieving this by:

## TOTAL COMMITMENT

We are committed to providing quality, conforming products and services and thrive on solving the complex needs of our customers.

## EASY ACCESSIBILITY

Our expertise and wide range of products and services are backed up by easy to obtain detailed technical information and customer support.

## ALL-ROUND CAPABILITY

Our diverse group of specialist businesses provides products and solutions to meet the needs of our customers, from the most simple to the most complex.

## INNOVATION

Our dedicated team of experts are constantly utilising their knowledge and skills to deliver imaginative and innovative solutions to any customer challenge.

## BEST VALUE

We continually research and develop new techniques, production processes and delivery solutions enabling us to provide our customers with quality products and services at the best value. Through the implementation and communication of this policy to everyone working for, and on behalf of, Aggregate Industries, we will be supplier of choice and strive to exceed our customers' expectations.

## POLICY REVIEW

This policy will be reviewed at least annually.



**Dragan Maksimovic**  
**CEO, Aggregate Industries**  
**June 2023**

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