



QUALITY POLICY STATEMENT

Tillicountry Quarries is a customer focused business providing high quality products to national standards or to customer specification, delivered with service excellence. The Company benefits from a highly qualified, dedicated, professional and motivated work force, recognising that every employee has an impact on performance and product quality.

We recognise that understanding our customers and determining their requirements is essential for ensuring quality, reliability, availability, safety, and performance to achieve continuous improvement.

We are committed to achieving this by:

- Maintaining a robust certified quality management system, consisting of policies and procedures that are appropriate to our activities, providing a framework to manage risks and to deliver improvements in compliance, competency and sustainable performance;
- Ensuring that all relevant legislation and other requirements for Quality are met and exceeded where best practice is available. Tillicountry Quarries has made significant investment in time and people, rolling out a company-wide programme which contains our Vision of being 'Renowned for quality materials and exceptional customer experience, by being flexible, reliable and committed to the continuous development of our team and businesses and our Purpose 'To be the Supplier of choice for quality materials and service and the Employer of choice for hardworking, invested individuals'.
- Take full responsibility for delivery, setting high standards for ourselves and for our suppliers, subcontractors, customers, and other partners. By collaborating with all parties, we continuously strive to reduce quality defects.
- Measuring performance through annually setting objectives, targets, holding management reviews ensuring the continuing effectiveness and appropriateness of our systems, policies, processes and monitoring progress on objectives and targets that are set.
- Comply with the requirements of ISO 9001 at all relevant operational locations.

The Board of Directors are responsible for ensuring that all resources and infrastructure necessary for implementing this statement are provided. Their roles and responsibilities for the management of Quality are outlined in the Company's Manual.

A handwritten signature in black ink, appearing to read "W. Menzies", with a small horizontal line extending to the right.

Wallace Menzies, Director
October 2023