

# QUALITY POLICY

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As a leading supplier of quarry, concrete and other heavy building materials, Hanson is committed to providing our customers with quality products and services.

It is Hanson's objective to meet our customers' quality expectations through good management, efficient production procedures and superior quality control techniques.

To achieve this objective Hanson will:

- Maintain an effective quality management system;
- Implement operating practices which enable employees to carry out their responsibilities consistently and efficiently;
- Regularly review operating practices to improve the quality and consistency of our products and services;
- Ensure employees have the necessary competence to perform the work which affects product quality;
- Evaluate and monitor the performance of our suppliers to ensure that they supply quality products and services;
- Hold all levels of management accountable for quality in their area of responsibility; and
- Monitor the effectiveness of the quality management system against measurable objectives to facilitate continuous improvement.

Each employee of Hanson has a responsibility to ensure that this objective is achieved.



**Leslie Cadzow**  
Chief Executive

1 July 2004

