

## Quality Policy Statement

Soils and Stone is dedicated to quality products and services that fully meet its customer's expectations. Our aim is to achieve a high level of customer satisfaction at all times

Soils and Stone's quality policy is based on the following objectives:

1. To ensure we fully identify our client's needs.
2. Work with the best organisations to ensure we meet client needs consistently.
3. Monitor processes and procedures to ensure they meet client requirements and expectations.
4. Communicate the Soils and Stone quality policy to employees and contractors to ensure that its objectives are consistently met and can be improved upon.
5. Employees will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.
6. The quality policy will be communicated and available to staff at all times. Training is an integral part of the strategy to achieve the objectives and ensure that all employees perform their roles correctly.
7. We are committed to maintaining this standard. To do so, Soils and Stone will constantly review its service provision to ensure all services are conducted in the most cost effective and timely manner.