



## LEMON GROUNDWORK SOLUTIONS LTD

### Quality Policy

This Policy Letter sets the foundation for a process that emphasises the importance of quality in everything we do. Such emphasis is in keeping with our long history of providing the highest value products possible to our customers. Our customers are why we exist; their satisfaction is essential to our future success. Therefore, the quality of our products must be our number one priority today and tomorrow.

#### **At Lemon Groundwork Solutions Quality is Job 1.**

It is of vital importance that we consistently deliver continually improving results in terms of customer satisfaction with our products. Process and people have and will always be the keys to achieving these results. The principles outlined below must be relentlessly applied in our day-to-day actions.

- **The Customer defines Quality** - Our customers want products that throughout their lives meet their needs and expectations at a cost that represents value.
- **The Quality Operating System** - Built on our standards and procedures, the Quality Operating System defines the key processes in terms of deliverables necessary to achieve results. It is the disciplined execution and continual improvement of these processes that allow us to eliminate waste and deliver value. Quality objectives must be met. Quality standards must be set, respected and achieved. Processes must consistently be followed.
- **People** - Employees, suppliers and dealers must be engaged to sustain and improve quality performance. Creating an environment of mutual respect and trust facilitates communications, teamwork and the quality execution of our processes. Our employees must have the necessary skills and tools to serve as a role model for process discipline and lead the processes that provide the highest value products and services.
- **The Use of Metrics and Data** – Decision making, objective setting and problem resolution are the links that focus the strength of our people and processes on continually improving our products and services.

This policy document provides the foundation to ensure a commitment to continually improve the process and performance results of our Quality Operating System, while continually focusing on Environmental, Human Rights, Social and Economic Aspects relevant to the Sustainable Production of Steel Reinforcement. It maintains a commitment to minimise the adverse effects of those impacts through the implementation and continual improvement of a Sustainable Constructional Steel Management System.

Additionally, Lemon Groundwork Solutions through this Policy document will help ensure that we meet or exceed the requirements of applicable standards related to our products. Adherence to this policy will assure that we continue to provide our customers with the highest value products possible, ensuring our future and our success.

The QAR is responsible for interpreting and implementing this Policy document. Lemon Groundwork Solutions subsidiaries and suppliers are encouraged to adopt a similar policy.

Director Responsible for Health & Safety

Paul Hart (Managing Director)

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