

Frimstone Ltd are committed to processing a wide range of materials and delivering high quality, professional services meeting and exceeding the needs and expectations of our customers and our community.

Our senior management and all staff commit to achieving business excellence by:

- Ensuring sustainable quality performance through implementation and certification of an effective quality management system compliant with ISO 9001;
- Establishing the right objectives and goals, both for each of our operations and at Group level;
- Continually improving our performance by delivering only products and services that meet the highest standards of quality and comply with legal and other relevant requirements;
- Searching for the best available technologies and innovative processes to incorporate in our activities to improve our products and services;
- Developing, documenting, operating and measuring processes;
- Managing and communicating our quality strategies, performance and policy internally and to all interested parties;
- Validating the effectiveness of our quality management systems through both internal and external audit processes complying with international standards;
- Building structured quality programmes that develop technical skills and increase awareness
- Ensuring suppliers embrace the same quality commitment;
- Periodically reviewing the adequacy of our system and policies.

Quality management is the shared responsibility of all employees within Frimstone Ltd. Management will provide the equipment, systems, training and leadership. It is then up to everyone to ensure a high quality level is achieved and maintained in every activity throughout the company.

A handwritten signature in blue ink, appearing to read 'Mark Swan'.

Mark Swan

Executive Director Frimstone Ltd