QUALITY POLICY

Michelmersh strives to be a well-invested, long term, sustainable and environmentally responsible business dedicated to delivering quality products to its long-term customer base. The Group has evolved from brands that enjoy rich heritages, becoming one of the most trusted names behind today's prestigious built environments.

With the latest technology and distinct designs, we exceed the expectations of our clients and their architects whilst retaining a reputation for beautiful, durable, natural-looking clay pieces and quality prefabricated products. We aim to lead the way in producing Britain's and Europe's premium clay products and bespoke prefabricated products, enhancing our built environment by adding value to the architectural landscape for generations to come. The Group continues to provide training, security and career progression for all of its employees, whilst acting as a responsible corporate citizen and keeping stakeholder value at the forefront of every decision.

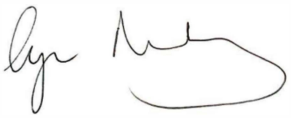
The company is committed to providing products and services that meet the agreed requirements of our customers, and of appropriate standards and legislation.

The Board and senior managers set and monitor performance and improvement targets for all departments, while providing the guidance, resources and training necessary for employees to succeed in delivering our objectives.

All employees have a part to play in the quality management system and are encouraged to bring forward ideas that will contribute to the continual improvement of our products and processes.

This policy operates in conjunction with other company policies and procedures, including Health and Safety; Environment, Energy & Responsible Sourcing; Corporate Governance; Bribery; Modern Slavery; Diversity & Dignity at Work; Sponsorship and Charitable Donations.

Our objectives include:
1. Maintaining certification to the ISO 9001 Quality Management System standard.
2. Continually improving the effectiveness of the Quality Management System.
3. The enhancement of customer satisfaction.



RYAN MAHONEY
Chief Executive Officer

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