



## **Mission Statement**

The Mortar and Screed Company Limited aims to provide its customers with a first-class customer focused service and to supply mortar and screed products in accordance with customer, contractual, regulatory and UKCA specification requirements.

## **Quality Policy Statement**

The Mortar and Screed Company Limited specialises in the manufacture and supply of ready to use mortars and screeds to the building and construction industry.

We place particular emphasis on our industry knowledge, experience, capability, reliability and the quality of the products we supply.

We aim at all times to provide a first-class customer focused service, and to always meet or exceed our customer's expectations.

This Policy Statement commits the business, its management and employees to providing ready to use mortars and screeds conforming to customer, contractual, regulatory and specification requirements through the establishment, maintenance and implementation of an effective Quality Management and Factory Production Control System, audited by BSi.

Our Quality and Procedures manuals define the policies, processes and procedures that the business will adopt to ensure conformity to requirements, and to drive improvement in both the business processes and the products supplied.

Quality objectives consistent with this policy have been established and performance levels will be monitored.

We have a continued improvement and replacement plan with our equipment and vehicles, giving the company the scope to carry out our operation; in a reliable and cost-effective manner, with the latest and best quality of vehicle and equipment.

We believe our standards and services are above the current legal requirements and regulations; however, we shall strive to continue improving our service levels and maintain the expectations of our clients and partners.

We have carried out a full review of all policy and procedures, RAMS, SSOW and other relevant documentation to a very high standard and feel this fully satisfies the Health and Safety and FORS Accreditation standards and requirements.

Signed,

April 2024

Phil Padfield, Managing Director

The Mortar and Screed Company Limited.

QMG01 Quality Policy Statement

Version 7

April 2024

