

Our Quality Standards Policy

SCOTASH

JANUARY 2014

Our commitment to quality standards

ScotAsh Limited is a joint venture between energy company ScottishPower and Lafarge Tarmac, the UK's leading construction materials and services company. ScotAsh Limited will implement this Quality Policy to:

- Embrace ISO9001 quality aspects in every element of its operation
- Comply at all times with published product technical standards and relevant codes of practice
- Focus on quality from the customers' perspective and, in key areas of product performance, go beyond requirements set by recognised standards
- Continuously improve our quality performance and contribute to long-term economic, environmental and social sustainability
- Comply with the Product Risk Management Policy.

The company will achieve this by honouring the commitments detailed in this policy.

ScotAsh Chairman Allan Everett



Responsibility for Quality

The **Company Directors** are responsible for:

- Ensuring overall implementation of this policy and that sufficient personnel and financial resources are available.

The **Quality Manager** is responsible for:

- Implementing this policy at ScotAsh and associated activities, by employing effective quality management and continuously improving against agreed targets.

The **Systems Co-ordinator** is responsible for:

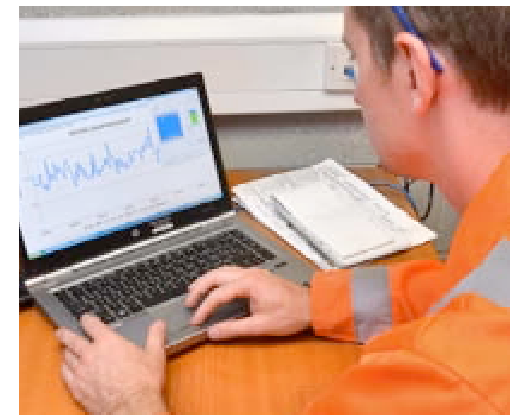
- Maintaining the quality systems.

All employees are responsible for:

- Working and participating in the requirements of procedures to attain the targets and objectives set out in relation to this policy.

Certification Scheme

To operate a formalised product certification scheme, ScotAsh operates within the British Standards Institution Scheme for Cement to BS EN 197-2 and BS EN 450, that includes relevant clauses of ISO 9001: 2008. Since 2001, all relevant products covered by this scheme have carried CE marking.



Our Quality Management System

We will implement a QMS incorporating certification BS EN ISO:9001:2008.

Focus on Customers

We will clearly focus on quality from our customers' perspective.

We will do this by maintaining a quality process that includes monitoring, review and change to ensure agreed performance targets, product compliance and market sector requirements are met.

We will inform customers of significant deviations from agreed targets.

Employee Training

We will train employees, allowing them to maintain high standards of performance.

To achieve this, we will

- Provide general awareness and relevant specific training to meet individual needs.
- Include and monitor the requirements for such training in Personal Development Plans.

Decision Making

We will integrate quality considerations into decision making at all levels.

Quality Impacts

We will consider quality impacts associated with products throughout their life cycle.

To achieve this we will:

- Seek suppliers and contractors with a high quality performance record.

Communication with Stakeholders

ScotAsh is committed to upholding the highest standards of Quality Management in the manufacture of our products, to ensure consistently high standards of product quality and to inspire customer confidence and satisfaction. We will:

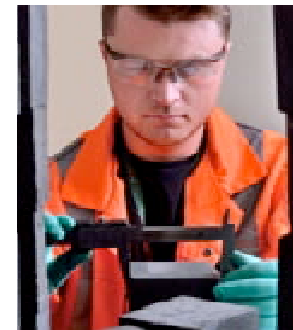
- Include quality issues in newsletters and briefings.
- Supporting and participating in relevant industry groups.
- Communicating openly with interested parties.
- Make this policy available to stakeholders.

Policy Review

We will formally review this policy annually and re-issue it as required.

Continual Improvement

To operate a continual improvement programme which includes a number of detailed objectives. The changing nature of these precludes them being identified in this Quality Policy but a list of quality objectives are produced at the Annual Review.



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SCOTASH



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