



Introduction

CCL UK is made up of four distinct businesses which are leaders in their own marketplaces. These businesses are:

- CCL Stressing Systems Ltd
- CCL Stressing International Ltd
- CCL (GB) Ltd
- Spiroll Precast Services Ltd

General Statement of Policy

The Board of Directors of CCL UK recognises that CCL depends on its customers and stakeholders, and that the CCL businesses must meet or surpass the current and future needs of these groups.

The importance of our customers and stakeholders cannot be underestimated, only by meeting their needs can CCL UK survive and develop. Revenues generated from our customers benefit not only employees and shareholders, but indirectly our suppliers, and in the long term allow investments to secure the future growth of the group.

To ensure that we meet our responsibilities and obligations to our customers, employees, partners, suppliers and shareholders we are committed to the following:

- Delivering on-time and on-quality products, systems and services that meet or exceed our customers' expectations.
- Identifying and understanding our customers' expectations, measuring their perceptions, and implementing improvements, where necessary, to increase customer satisfaction.
- Enabling and engaging with our people at all levels in a drive to improve operational performance along the value chain from suppliers to customers.
- Increasing the motivation and skills of our people to add value for our customers and to our businesses, through continuous training and development.
- Leveraging our partners' and suppliers' strengths to improve our products and services from product design through production to installation, operation and beyond.
- Embedding social responsibility and the CCL PRIMA Core Values into our business practices.
- Continually improving our environmental and health and safety performance through all products, operations, systems and services.

In order to fulfil these requirements, we must continuously share and communicate this policy to all our stakeholders.

We take our commitment to this policy very seriously and through the Quality and Environmental Management System we aim to deliver world-class products and services through a world-class supply chain. The management team will ensure that the CCL UK strategy meets these objectives by the review and continuous improvement of our supply chain to delight the customer at every opportunity.

This policy should be seen as part of the CCL UK strategy in designing, supplying and delivering specialist construction products and services.



CCL UK QUALITY & ENVIRONMENTAL Policy Statement

To achieve this vision, the Board will:

- Allocate sufficient management resources to ensure effective implementation of the QE Policy.
- Motivate and educate our employees and interested parties.
- Set, measure, monitor, review and report on key objectives and indicators of our QE performance on an annual basis through scheduled management review.
- Review our policy periodically to take account of new developments in quality and environmental legislation and regulations relevant to the organisation.
- Perform periodic audits of our activities to ensure compliance with company requirements, legislation, policy and stakeholder requirements.

CCL UK recognises that the effective implementation of this policy represents an opportunity to improve the performance of the company by reducing quality and environmental risks and hazards.

The ultimate responsibility for the Quality and Environmental Management System of CCL UK rests with:

- CFO of CCL Stressing International Ltd
- COO (Europe) for CCL GB Ltd
- Production Director CCL Stressing Systems Ltd
- General Manager Spiroll Precast Services Ltd

CCL UK has nominated the HSQE Manager as the competent person on site who will deal with any queries, non-conformances or recommendations for improvement. Other responsibilities for quality and environmental matters have been assigned to managers, team leaders and supervisors as appropriate, and are described in the relevant procedures.

Matthew Emson
CFO
CCL Stressing
International Ltd

Jon Machin
COO (Europe)
CCL (GB) Ltd

Edward Birkhead
Production Director
CCL Stressing Systems Ltd

Paul Tate
General Manager
Spiroll Precast Services Ltd

Date: March 2017

Next Review Date: March 2018