QUALITY POLICY STATEMENT

The Company adopts and fully supports a continuing programme of planning, implementation, monitoring and review of its operations and services at all levels, which enables it to provide products and services that are consistently of a high quality.

The Company is dedicated to the customer, respects the dignity, rights & contributions of its employees, recognises the concerns & needs of society, values supply chain relationships & has a responsibility to its shareholders. These are the Core Values of the company and are adopted in the Quality management system.

**PPG Architectural Coatings Region UK and Ireland:**

* Focuses on Customer needs and develops products and services that meet and exceed their expectations.
* Ensures complete customer satisfaction by supplying products and services of the desired quality.
* Maintains a culture of Continuous Improvement and sustainability for its products and services.
* Develops and improves communication with suppliers, emphasising the drive for the Continuous Improvement of product quality, delivery and service.
* Quantifies its objectives, and bases its actions on measurement and key performance indicators.
* Ensures the control of processes and testing of products, as required in accordance with instructions and that records are retained and are readily available.
* Ensures that the Quality Policy is part of the induction training programme for everyone in the company.
* Identifies training needs and develops the skills, knowledge and commitment of its employees to ensure the implementation of this Policy.
* Encourages and empowers employees to continuously improve each process that they control.
* Evaluates the management system to ensure the requirements of ISO 9001 are fulfilled, and reviews the system as part of a Continuous Improvement programme.
* Promotes a culture throughout the company, in which all employees and suppliers share this commitment.

**Jason Metcalf Vinny O’Sullivan**

**Business Unit Director Retail Business Unit Director Trade**





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