

# QUALITY POLICY



## **Cemex's Global Mission is to create sustainable value by providing industry leading products and solutions to satisfy the construction needs of our customers.**

We do this to in order to build a better future through living our values of ensuring safety, focusing on customers, the pursuit of excellence, acting with integrity and providing sustainable solutions through our Future in Action Programme.

In the UK, Cemex creates value through sharing these values with all of our stakeholders, represented by Employees, Customers, Shareholders & Investors, Communities and Suppliers.

Cemex in the UK has developed its Quality Policy in accordance with this overarching organisational mission.

Customer service is a top priority after Health and Safety. Service is critical to our business and providing excellent customer service is ingrained into every last detail of our business processes.

Across all our business units we measure the effectiveness of that service, our specific business objectives and key performance

indicators underpin our activities in these areas to ensure we can measure how we are meeting the commitments we have made.

We are committed to ensuring that the Quality Management System is continually improved and will ensure that the performance of our products meets specifications with continuous quality controls.

**Steve Crompton**  
Director  
Quality & Product Technology

**Philip Baynes-Clarke**  
Director  
Cement Operations UK

**Craig Williamson**  
Director  
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[www.cemex.co.uk](http://www.cemex.co.uk)