



Quality Policy Statement

Wienerberger Ltd is committed to delivering continually improving products and services with the aim of creating customer satisfaction

Wienerberger Ltd exists to provide to stockists and contractors, in both the public and private sector, the design, manufacture and supply of:

- Clay Masonry Units (Bricks and Special Shapes)
- Clay Pavers
- Clay Roofing Tiles and Fittings
- Concrete Roofing Tiles and Fittings
- Reconstituted Slate Roofing Tiles and Fittings

Wienerberger also provide the design, development and supply of roofing systems, such as dry fix systems, plastic roof tile fittings and roof solar panel systems to the same market sectors.

Wienerberger are externally assessed to meet the quality management system requirements of BS EN ISO 9001 and any applicable European harmonised product standards.

Where no European harmonised product standards exist, such as for our reconstituted slate roofing tiles and fittings, we are externally assessed against the requirements laid down by the British Board of Agrément.

Our quality objectives focus on those things that create customer satisfaction through:

- Understanding our customers' needs and expectations.
- Continually striving to improve our product/service offering.
- Continually striving to improve our existing products and services.
- Continually striving to reduce process and material waste and increase efficiencies.

We believe that these objectives can best be achieved through:

- Providing solutions by working as teams with common objectives.
- Consulting, involving and communicating at all levels within the business.
- Generating a positive and rewarding working environment by recognising success and achievements, encouraging openness and learning both from our successes and mistakes.
- Creating breakthroughs as a direct result of taking managed risks, challenging the norm and generating new ideas.
- Recognising time as a critical resource by setting and meeting challenging timescales and employing world-class business practices.
- Maximising individual potential through development of competencies relevant to business needs and providing regular and constructive feedback.
- Complying with and continually improving the Quality Management System.

This policy covers all of the Companies activities in the manufacture and distribution of building products including the procurement of all raw materials, finished goods and services.

The Board of Directors gives their full backing to this policy and will support all those persons who endeavour to carry it out. Adequate financial and physical resources to achieve the objectives will be made available.

Harald Schwarzmayr
Managing Director

Tim Thompson
Operations Director

Keith Barker
Commercial Director

Paul Stevenson
Finance Director