

QUALITY POLICY

November 2026

HOLCIM

Holcim, is a leading supplier to the construction and infrastructure industries in the UK and northern Europe. We produce and supply a wide range of construction materials and solutions including aggregates, recycled and secondary aggregates, cementitious materials, asphalt, ready-mixed and precast concrete products. We also transport construction and demolition materials (CDM) as a part of our delivery process and operation, and are a major provider of road and highway solutions.

We are committed to providing quality products and services to our customers.

As well as BES 6001 Responsible Sourcing certification, an ongoing part of our standard business practice is a commitment to maintain certifications for BS EN ISO 9001 (Quality Management), National Highways Sector Schemes, including NHSS16, and applicable legal, industry and Corporate requirements.

Holcim maintains UKAS accreditation to BS EN ISO 17025 (General requirements for the competence of testing and calibration laboratories) at appropriate laboratories, as part of its Integrated Management Systems.

This policy provides a framework to allow us to establish and review our quality objectives, evaluate customer satisfaction and enhance our services for all interested parties to continually improve the effectiveness of our quality management systems.

Our quality objectives translate into business specific KPI's which are monitored, measured and routinely reported.

Our on-going training and development programme ensures that our employees are responsible, accountable and customer focused in everything that they do to deliver innovative and commercially attractive solutions to our customers.

We are committed to achieving this by:

TOTAL COMMITMENT

We are committed to providing quality, conforming products and services and thrive on solving the complex needs of our customers.

We assert that Climate Change and its impacts are an important issue for consideration as part of the assessment of our risks and opportunities. The needs and expectations of stakeholders will be considered and addressed where relevant, either directly, through aspects and impacts assessments, specification or contractual detail or indirectly upon request.

TECHNICAL EXPERTISE

Our expertise and wide range of products and services are validated by detailed technical information and customer support, where required.

COMPETENCE

Our diverse group of specialist businesses provides products and solutions to meet the needs of our customers, from the most simple to the most complex.

Appropriate training and development programmes support continuing professional development for technical employees to ensure that competence and knowledge is maintained at the highest levels.

BEST VALUE

We continually research and develop new techniques, production processes and delivery solutions enabling us to provide our customers with quality products and services at the best value. Through the implementation and communication of this policy to everyone working for, and on behalf of, Holcim, we strive to be the supplier of choice and to exceed our customers' expectations where possible and practicable.

POLICY REVIEW

This policy will be reviewed at least annually.



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CEO, Holcim UK
November 2026

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