

# QUALITY POLICY

To produce Quality products that meet the needs of our customers through addressing the following principal areas of our operation.

1. Certification Fraser Brown and Stratmore will maintain an ISO 9001 Quality Management System which will help ensure:
  - Consistency of Product,
  - Reliability of Supply (traceability of product from raw materials to finished good to customer),
  - Production Efficiency.
  
2. Improvement We will progressively implement improvements for all our products and processes.
  
3. Staff The quality system is mandatory for all staff at all levels. The procedures described in our quality manual are followed by all employees in their daily activities for the Company. Senior management will ensure that any customer problem is satisfactorily resolved.

## Mission Statement

Our mission is to manufacture and distribute innovative construction and building materials of the highest quality in the most cost effective and efficient manner. Our area of expertise is in the field of epoxy systems, waterproof and surface coatings, release agents and curing compounds, surface retarders, waterstops and concrete reinforcement fibres. We will develop new products and tailor existing products to meet our customer's individual needs.

We aim to provide unsurpassed professional service drawing upon our expertise and knowledge. We commit ourselves to personal involvement to ensure complete customer satisfaction including before and after sale technical support. We will be fair and honest in all our dealings.



**Hamish Stratmore**  
Quality Assurance Manager



**Fraser Brown & Stratmore Ltd**

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**Products for Concrete and Construction**