Policy Statement

Permarock Products Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate.

Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

OUR PEOPLE

The organisation is committed to equality in employment opportunities and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. The organization is committed to:

- Creating and nurturing an environment of success based on honesty and integrity
- Empowerment through training and communication;
- Individual growth and equal opportunity;
- Designing and providing a safe and secure work environment.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

OUR ENVIRONMENT

Permarock is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees, suppliers, contractors and visitors.

We support the conservation of the physical environment and the prevention of pollution at our facility and as such, our environmental commitments include:

- Protection of the environment;
- Conformity to compliance obligations;
- Continual improvement;
- Prevention of pollution and sustainable use of resources;
- Climate change mitigation and adaptation;
- Other specific commitment(s) relevant to our context.

We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe, notably ISO 9001: 2015 and ISO 14001:2015.

OUR QUALITY

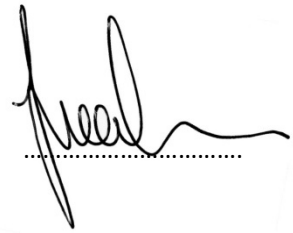
Permarock is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

- Complying with all customer, statutory and regulatory requirements;

- Enabling employees to achieve business and professional goals;
- Continually improving our processes via our EQMS;
- Extending our EQMS practices throughout our Supply Chain.

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business.

Signed on behalf of:



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Managing Director - Permarock Products Ltd

Date: 1st March 2024