

Quality Policy



Ronez Limited is a leading supplier to the construction and infrastructure industries in Channel Islands. 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 waste materials as part of our delivery process and operation and through both Pallot Tarmac (Jersey) & Ronez Contacting (Guernsey), are a major provider of road surfacing and civil engineering.

We are committed to providing high quality products and services to our customers:

Our standard business practice is to maintain certifications for ISO 9001, Sector Schemes and applicable legal, industry and Corporate requirements.

A framework is in place to allow us to establish and review our quality objectives, evaluate customer satisfaction and improve our services for all stakeholders and continually improve the effectiveness of our management system.

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 do this by having:

- **Total commitment;** We thrive on solving the complex needs of our customers and are 100% committed to their success
- **Easy accessibility;** Our wide range of products and services are backed up by easy to obtain, detailed technical information and support providing invaluable expertise
- **All-round capability;** Our diverse group of specialist businesses provide effective products and solutions to customer's needs from the most simple to the most complex
- **Intelligent resourcefulness;** Our dedicated teams, made up of engineers, technicians, manufacturing and quarrying experts are constantly utilising their knowledge and skills to deliver imaginative and innovative solutions to any challenge.
- **Pro-active responsibility;** To our people, our environment and our customers
- **Best value;** We continually develop new techniques, production processes and delivery solutions enabling us to provide our customers the highest quality and most appropriate solutions at the best value.
- **Through the implementation and communication of this policy** to everyone working for, and on behalf of, Ronez and Pallot Tarmac we aim to be the supplier of choice and exceed our customer's expectations.

A handwritten signature in blue ink, appearing to read 'Mike Osborne'.

Mike Osborne
Managing Director