



We are committed to fully satisfying our customers' needs and the continual improvement of the operation of our business.

This will be achieved by:

- Understanding and responding to the changing needs of our internal and external customers.
- Creating an environment in which everyone is trained, involved and empowered to "make a difference."
- Leadership and commitment to the process of continual improvement.
- Measurement and analysis to drive continual improvement in our products and customer service.
- Maintaining quality systems certified to recognised international standards.
- Assuring that suppliers provide products and services conforming to our requirements.

Signed and Approved by Roof Tile Group Pacific Ltd. CEO Sean McElroy:

