

# ***INSTARMAC***

## **BUSINESS SYSTEMS MANUAL**

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# INSTARMAC

## Scope

**The Instarmac Group plc Business Systems Manual** provides quality, health & safety and environmental general policies, procedures and work instructions for the research, development, manufacture and supply of ceramic tile adhesives, cementitious, resin and bitumen based specialist construction materials. The Instarmac Group plc Business Systems Manual is the top-tier quality document for Instarmac Group plc located in Tamworth, Staffordshire.

## History of Instarmac Group plc

Prior to starting Instarmac in 1977 our current Chairman Charles Hudson owned a small tipper haulage company, which was primarily engaged in road repairing duties for local councils.

Hot rolled materials in excess of 200°C was the method of the day. Not only did it pose a health and safety risk, it was time consuming and labour intensified. Large quantities of material were wasted and tipped each day. This method required cordoning off resulting in traffic disruption. A need for a better method was obvious, a business opportunity established, initial work started in 1975 and soon after Instant Road Repair was conceived, a revolutionary permanent cold lay macadam for the repair of potholes and small reinstatements.

However as with all niche products, the market in the initial stages struggled to accept the new technology. The company supplemented its first few years by offering a contracting service. Whilst undertaking a job for Esso Petroleum the company asked if we would be able to carry out some concrete repairs, so began the search for rapid setting repair materials. At this time, the standard of concrete repair materials was limited, and in most cases not very satisfactory. Another potential opportunity was established.

In the early 1980's, West Germany were the acknowledged market leaders in cement technology. Charles Hudson and one other employee set about learning the technology of the day. With long periods spent in West Germany, development was continued in the UK with the result that the Ultracrete Range was launched. An innovative range of rapid setting mortars and concretes primarily used for the installation of street furniture and ironwork. The Instarmac name and the Ultracrete brand became instantly recognised in council depots across the UK. It was then decided to expand its range to include flooring and structural repair material, this was such a success that the company created more jobs and needed bigger premises. It had a state of the art manufacturing and office facility built at Tamworth, Staffordshire. The company continued to prosper so that within three years another building almost the size of the first had to be erected to cope with the demand for materials. In 1999 the Ultra range of ceramic tile adhesives and grouts followed enhancing the success even further.

By keeping its finger firmly on the pulse of market developments and through incessant research and development, Instarmac has formulated and developed many market leading durable, high performance products.



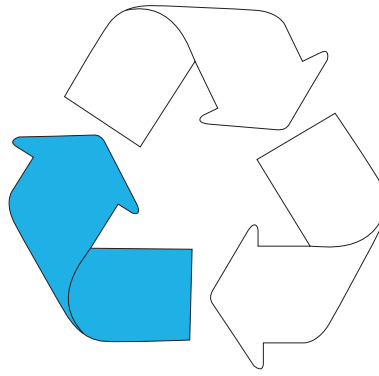
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# Quality Policy

## Health comes from wealth

**INSTARMAC** regards profitability and financial stability as a sound basis for growth and business development, and as a means of establishing long-term partnerships with our customers.

## We are the leaders in quality

**INSTARMAC** anticipates and identifies the needs of its customers and provides materials, products and services that demand consistent leadership in quality. This goal requires superior knowledge of processes; products and applications based on state-of-the-art technology. Quality leadership means continuous improvement across the entire value chain.

## Our brands make us stronger

**INSTARMAC's** success is based on strong brand awareness. They are identifiers for our customers and our employees. The brand-orientation helps us meet the diverse needs of our customers in the best possible way.

## We take responsibility

**INSTARMAC** has a responsibility to its customers, employees, suppliers, and society that is not limited to economic performance. We fully support the protection of the environment and strive to improve the social welfare of our employees.

## We do what we say

**INSTARMAC's** internal procedures are based on encouraging open and controversial discussions on and between all levels of the organisation.

## No future without change

**INSTARMAC** regards change as a positive challenge. Our behaviour and decisions are based on anticipating and evaluating future market demands and on the inherent opportunities.

## Customers are at the centre of our attention

At **INSTARMAC**, our primary target is to help customers achieve maximum benefits by providing optimal solutions based on a long-term partnership. We can only achieve this goal by identifying customers' needs and providing solutions that improve their competitive position.

## Our employees are the key to our success.

**INSTARMAC** is a social organism.

- We regard our employees as our key asset.
- We encourage and promote their development.
- We respect the individuality of our employees.
- We are committed to treat them in a fair and honest way.

Success can only be achieved by working together; our common targets define the extent of individual freedom.

## Employee developments

We show our commitment to employee development with our registration to Investors in People.

## Our reputation is our commitment

**INSTARMAC's** outstanding international reputation is based on the professionalism of its employees, products and services.

## We are united in our diversity

**INSTARMAC** is a European group. This requires mutual respect for the ethnic and social characteristics and attributes of our customers and employees.

**JOHN HOLCROFT**  
MANAGING DIRECTOR  
JUNE 2008

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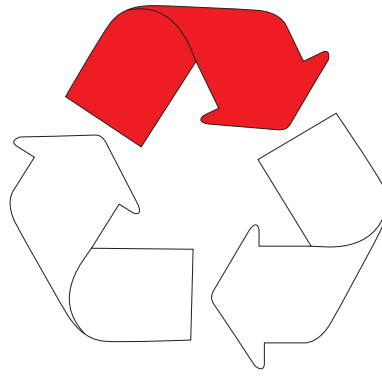
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# Health & Safety Policy



As a manufacturer and supplier of ceramic tile adhesives, cementitious, resin and bitumen based specialist construction materials, Instarmac Group plc is committed to ensuring the health, safety and welfare of our employees and recognises that the effective management of health and safety is an integral part of our overall business performance.

To address the Health and Safety risks of our operations, we employ a health and safety management system. Through this, we identify the significant risks and set clear objectives, against which we monitor and manage our health and safety performance and legislative compliance.

Through a programme of continual health and safety improvement, Instarmac Group plc will demonstrate commitment to:

- Ensuring that we meet or exceed all relevant and current health and safety legislation and codes of practice regarding our business operation.
- Provide adequate control of Health & Safety risks arising from our work activities.
- Provide and maintain safe plant and equipment.
- Ensure safe handling and use of substances.
- Ensure management and employees are aware of and accept their responsibilities for health and safety hazards and risks collectively and individually.
- Ensure that all employees are competent to carry out their duties and provide appropriate information, instruction, training and supervision for new and existing employees.
- Prevent accidents and cases of work related ill health.

This policy will be regularly monitored to ensure our health and safety performance and legislative compliance are achieved and if necessary, updated in the light of legislative or organisational changes.

**JOHN HOLCROFT**  
MANAGING DIRECTOR  
JUNE 2008

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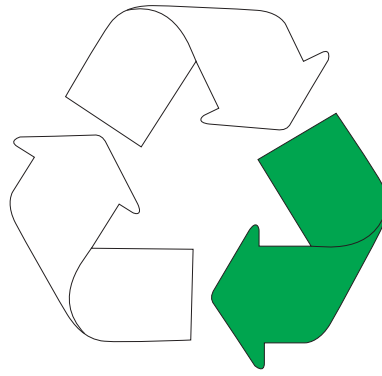
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# Environment Policy



As a manufacturer and supplier of ceramic tile adhesives, cementitious, resin and bitumen based specialist construction materials, Instarmac Group plc is committed to becoming a truly sustainable business. Ensuring that we have the ability to continually provide our customers with high quality products and services in ways that enhance the environment.

To address the environmental impacts of our operations, we employ an environmental management system. Through this, we will identify our significant impacts and set clear objectives, against which we will monitor and manage our environmental performance and legislative compliance.

We communicate with all employees, suppliers, customers and the local community on aspects of our environmental performance, and engage any concerns or interests they express in our environmental improvement programme.

Instarmac Group plc actively supports the principles of pollution prevention in order to reduce the adverse environmental impacts of our operations and products.

Through a programme of continual environmental improvement, Instarmac Group plc will demonstrate commitment to:

- Ensuring management and employees are aware of and accept their responsibilities for environmental aspects and impacts collectively and individually. This awareness is promoted through induction and continuous training programmes
- Ensuring that we meet or exceed all relevant and current environmental legislation and codes of practice regarding our business operation
- Optimising efficient use of raw materials and non-renewable resources
- Take account of environmental impacts and design for value maximisation in our new product development
- Optimise the product life cycle to minimise the environmental impact of raw materials, product use and eventual disposal.
- Promote and improve energy efficiency of processes and operations
- To minimise waste, reduce, re-use and recycle the resources consumed by our business wherever practical

This policy will be regularly monitored to ensure our environmental performance and legislative compliance are achieved and if necessary, updated in the light of legislative or organisational changes.

**JOHN HOLCROFT**  
MANAGING DIRECTOR  
JUNE 2008

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