



MASONITE.

Quality Policy Statement

Masonite UK is committed to providing an Extraordinary Customer Experience through the continuous improvement of our management and operations. We aim to maximise awareness of customers' requirements throughout the business and minimise any adverse effects arising from the company's activities. We ensure these requirements are defined within the business management system Certified to ISO 9001:2015 standard.

We pursue our commitment to providing an Extraordinary Customers Experience by:

- satisfying our customers by meeting or exceeding their requirements, including complying with regulatory, legislative, contractual and other obligations;
- working to create mutual benefits in collaboration with our stakeholders including customers, employees, shareholders, suppliers and communities;
- managing the risks associated with our activities and minimising the impact of undesired and unexpected events;
- continually innovating in order to improve the quality, delivery and performance of our products and services through performance & risk-based KPIs set in line with our strategic direction;
- improving the effectiveness of our business by undertaking a programme of risk-based audits;
- providing professional and competent resources in order to carry out roles effectively;
- continually improving the system for creating and retaining customers (our business management system);

In our commitment to providing high quality products and services we recognise that Employees are Key to enhancing Customers' Satisfaction. The Leadership Team will review the performance of the business against set objectives, and against the continual compliance with all its obligations.

QUALITY OBJECTIVES - 2020

- Improve Customer Satisfaction through engaging with customers and utilising their feedback to drive improved performance
- Achieve service and quality excellence through the MVantage Operating System, increasing "Right First Time" delivery and reducing the cost of poor quality materials and products.

Signed: Clare Dyle (SVP & Business Leader, Masonite UK)

Date: 2 March 2020

