

Product Safety and Compliance Policy

Everybody deserves to feel secure in the knowledge that the buildings in which they live, work and play have been built safely and to the right standards. Our products, system components and finishes play an important part in ensuring the performance of the buildings in which they are used. Appropriate training, guidance, and support are provided to ensure compliance with this Policy.

That's why we only supply products and services which are compliant with all statutory standards and regulations. We have rigorous and robust procedures in place to ensure conformity to all statutory standards and regulations. This applies to all products including those manufactured by us, and those manufactured by others that carry the British Gypsum or Isover brand. Whilst the specific processes for conformity assessment differ between individual products they typically involve:

- Ensuring changes are made using approved documented company review processes
- A robust, audited change management process
- Recorded, controlled manufacturing processes
- Marketing collateral that is up to date and fit for purpose
- Continuous routine product testing and controlled quality assurance testing by an applicable test house
- Visibility of changes to Product and Test Standards
- Complaints are reviewed and assessed to enable improvements to be made
- Keeping distributors informed of any test results, investigations or customer feedback which may present a product safety or compliance risk

Everything we offer will comply with this Policy, all applicable requirements and all mandatory market certifications, declarations, and regulations.

This Policy statement will be reviewed every two years, shared with all colleagues working for, or on behalf of, British Gypsum and Isover and is available on all on our websites.



Dean O'Sullivan
Managing Director

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Our commitment to Product Safety and Compliance sets the highest standard of assurance for building safety and performance