

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.

We ensure all our products and services comply with applicable statutory standards and regulations. Our rigorous procedures guarantee conformity for all products carrying the British Gypsum or Isover brand. Specific processes for conformity assessment differ between individual products but typically involve:

- Ensuring changes are managed 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
- Planned routine product testing, and controlled quality assurance testing by an applicable test house
- Visibility of changes to Product and Test Standards
- Information received via Customer complaints reviewed and assessed to identify potential improvements
- Keeping distributors informed of any test results, investigations or customer feedback which may present a product safety or compliance risk

All products we offer comply with this Policy, together with all applicable requirements, 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.



Mike Emson
Chief Operating Officer

November 2025

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