

Quality 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 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 have a relentless focus on product and service quality, ensuring we continue to build our reputation for quality and performance in production and delivery of all our products and services.

Every colleague recognises the responsibility they have in pursuit of this ambition and will execute all tasks to ensure our product and service quality is consistently maintained.

To demonstrate our constant attention and emphasis on the quality of our products and services we support every colleague with the required information, training, and guidance.

We are committed to the continual improvement of our quality performance and we set demanding but realistic objectives and targets to achieve these goals.

To ensure our objectives are achieved, we commit to

- Comply with relevant Legislation, Saint-Gobain Standards, ISO requirements and other appropriate requirements as may apply
- Listening, understanding, and responding to our Customer's needs and expectations
- Setting objectives and targets aimed at improving products, services, and processes
- Working with our suppliers to build long-term relationships
- Engaging and empowering our teams to succeed by developing themselves to be the best they can be, supporting them with our common Saint-Gobain values of trust, collaboration, and empowerment

These objectives and targets are reviewed regularly.

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
Quality, ensures we deliver
consistent products and
services every day**