

Quality Policy

Our vision is to **be the leading expert in dry construction**. Our goal is to **provide the best solutions for our customers** consistently, and our value of **passion for excellence** is the foundation of our success that requires a devotion to quality at every level of the organisation to ensure that all customers' product and service requirements are fully met.

The company will maintain a documented quality system to control and improve all quality-related processes and communicate quality requirements throughout the organisation.

Quality is everyone's responsibility.

We will ensure:

- The executive management will make sufficient resources available to ensure the quality system's continual effectiveness and compliance with EN Standards and ISO 9001.
- Quality organisation is maintained and includes a Quality Management Representative to ensure that customer requirements are understood, monitored, measured, and communicated.
- All persons under the organisation's control will be aware of the quality policy, relevant quality objectives, their contribution to the quality system and the implications of non-conformity.
- Specifications are observed at all stages of manufacture and service provision.
- Full conformity of products, systems and services to customer requirements, standards, or regulations.
- Management will use the quality system as a framework to improve products, processes, and services continuously.
- All employees will undergo training, and necessary resources and support will be provided to ensure quality is never compromised.
- A culture of quality and leadership is promoted through transparency, accountability and teamwork to ensure that our products and services consistently meet the highest standards.
- Quality Procedures, Test Methods and Work Instructions are always followed.
- Measurable quality objectives will be defined in key areas, and company performance towards these targets will be evaluated and communicated.
- We will actively seek feedback from our customers, suppliers, and employees to drive continuous improvement and deliver exceptional value.
- All necessary steps are taken to ensure the satisfaction of internal and external customers in all market segments.

The Executive Management will review the quality system at least once annually to ensure that it remains aligned with the Quality Policy, effectively creates value for stakeholders and promotes competitive advantage.

A handwritten signature in green ink, appearing to read 'John Sinfield', is written over the printed name and title.

John Sinfield
Country Manager, UK and Ireland

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