

Quality Policy Statement

Saint-Gobain Insulation UK as both Celotex and Isover specialise in the design, manufacture and distribution of PIR and Mineral Wool insulation solutions for specific applications of the building and construction industry for both the UK and export markets.

At SG Insulation UK we are committed to the achievement of the highest standards in quality and recognise that they are an integral and essential part of our business success. Through regular reviews of company strategic direction and setting aligned quality objectives and associated measures we will achieve continuous improvement in quality performance.

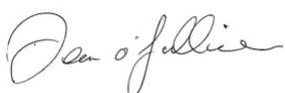
To achieve our vision, we are committed:

- To satisfy all applicable requirements, including standards, legislation and approvals.
- To identify and conform to the needs of our customers, undertaking regular customer satisfaction surveys, projects and interviews to monitor customer satisfaction.
- To innovate and improve the offering to our customers, meeting our customer's requirements in the market place
- To identify, evaluate and control all significant quality risks and opportunities that may have an impact on the conformity of our products, including human behaviours and capabilities.
- To develop and maintain a clear organisational structure for managing quality at all levels of the organisation. Defining roles and responsibilities and clear lines for authorities.
- To provide all employees with information, instruction, training and supervision they need to complete their specific tasks, ensuring awareness at all levels of the organisation.
- To fully involve all employees in quality and the need to integrate quality into everything we do and ensure clear lines of communication throughout the organisation.
- To promote and reinforce positive behaviours, challenging and positively modifying unsafe behaviours when considering quality.
- To continually improve the SGI UK integrated management system by promoting and developing a culture of continual quality improvement through standardisation, objective setting, performance evaluation, management reviews and regular audits and inspections.

To help us achieve these commitments we expect all our employees and other persons whilst on site to act responsibly, to take reasonable steps to maintain our quality standards and actively participate in the implementation of this policy.

The policy will be reviewed annually & at any other time it is considered necessary due to changes in business context, strategic direction or legislative requirements.

Signed:



Dean O'Sullivan
Managing Director