

QUALITY POLICY

We will use ISO 9001 to develop and improve the effectiveness of our quality management system to enhance customer satisfaction by meeting, and where possible exceeding, our customer's requirements, whilst ensuring compliance with all relevant regulatory and legislative requirements.

Isover is committed to continual improvement of its products, processes and services and demonstrates this through:-

★ Commitment to the Company's strategic drivers, namely:-

- ★ Health, Safety and Environment
- ★ People development and motivation
- ★ Delivering against customer needs
- ★ Demand and supply management

★ Operating effective management systems at all levels and stages of the business and the continuous improvement of these systems.

★ Setting measured objectives aimed at promoting continual improvement and measuring the success of these objectives at periodic reviews, and

★ Recognising the importance of **ALL** personnel in delivering continual improvement.

Our Quality Policy will be communicated to all employees and will be made available upon request to external parties as well as being displayed on our website.

This policy will be periodically reviewed during our Management Review meetings and updated as appropriate



Managing Director



Operations Director

Date: 21 September 2010