



Building tomorrow

Quality Policy Statement

Ardex UK Limited is committed to delivering consistent, high-quality products and services that meet or exceed customer expectations and applicable statutory, regulatory and other requirements. This policy is aligned with the organisation's strategic direction and is appropriate to its purpose, context, and the internal and external issues affecting the business.

Ardex UK Limited operates an Integrated Management System (IMS) that combines the requirements of ISO 9001, ISO 14001 and ISO 45001. The IMS provides a framework for establishing objectives, managing risks and opportunities, meeting compliance obligations, protecting people and the environment, achieving customer satisfaction, and driving continual improvement.

We consider relevant risks and opportunities, the needs and expectations of interested parties, and factors that may affect our ability to achieve the intended results of the Quality Management System. This includes evaluation of market conditions, supply chain resilience, regulatory expectations, relevant climate-related factors and other emerging issues that may affect the ability of the Quality Management System to achieve its intended results and influence customer satisfaction.

We are committed to:

- Meeting all applicable customer, statutory, regulatory and product requirements.
- Enhancing customer satisfaction through reliable products, excellent service and effective customer engagement.
- Establishing, monitoring and reviewing measurable quality objectives aligned with business priorities.
- Applying risk-based thinking and opportunity management to support consistent performance and continual improvement.
- Considering the needs and expectations of relevant interested parties when maintaining and improving the Quality Management System.
- Continually improving the effectiveness, performance and suitability of the Quality Management System and associated business processes.
- Promoting a positive quality culture based on accountability, ownership, ethical behaviour, competence, teamwork and continuous learning.
- Ensuring personnel are competent, aware of their responsibilities and empowered to contribute to quality performance and improvement.
- Providing the resources necessary to achieve quality objectives and maintain the effectiveness of the Quality Management System.

Senior Leadership is accountable for the effectiveness of the Quality Management System and is committed to ensuring that the Quality Management System achieves its intended results by integrating quality requirements into business processes, promoting customer focus, ethical behaviour and continual improvement, and ensuring the availability of appropriate resources.

All persons working under the organisation's control are expected to follow relevant procedures and controls, contribute to the achievement of quality objectives, identify and report risks, nonconformities and improvement opportunities, and support continual improvement throughout the organisation.

This policy is communicated to all persons working under the Company's control and is available as documented information to relevant interested parties. It will be reviewed periodically to ensure its continuing suitability, adequacy and effectiveness.

David Hackett
Managing Director