



Building tomorrow

Quality Policy Statement

Ardex UK Limited is committed to the development, manufacture, and supply of high-quality, high-performance products and services that meet or exceed customer expectations and enhances customer satisfaction.

Product and service quality are deemed satisfactory only when:

- Materials are approved and sourced responsibly,
- Products conform to specified formulations and designs,
- Manufacturing follows defined, approved processes,
- Outputs are safe, reliable, and fit for their intended purpose.

To achieve these objectives, the Company operates a Quality Management System aligned with **BS EN ISO 9001:2015**, fully integrated into the business context and strategic direction to ensure consistent outputs and product quality. This system ensures consistency, effectiveness, and continual improvement across all business functions.

Ardex UK Limited is committed to:

- Maintaining up-to-date, documented quality procedures across development, manufacturing, and business operations.
- Regularly reviewing and updating these procedures to enhance effectiveness, manage risks, and identify opportunities for improvement.
- Understanding our clients' needs and delivering services that meet or exceed expectations.
- Setting, monitoring, and reviewing measurable quality objectives aligned with company goals and customer requirements.
- Encouraging feedback from customers, employees and stakeholders to drive improvements.
- Complying with all applicable legislation and regulatory requirements relevant to quality, product safety, and industry standards.
- Promoting a culture of quality awareness, accountability, and continuous improvement throughout the organisation.

Employee engagement is fundamental to the success of the Quality Management System. Ardex UK Limited ensures that all employees are aware of their responsibilities, are competently trained, and are encouraged to contribute to quality improvements through open communication, training, and development opportunities.

This policy is communicated to all persons working under the organisations control, and is available on noticeboards, the intranet and the company website. This policy will be reviewed annually, or earlier where significant legislative or operational changes occur, and is formally endorsed by senior leadership to ensure its relevance, effectiveness, and integration into our strategic objectives.

David Hackett
Managing Director