



Quality Policy Statement

IKO PLC UK is a market leader in the manufacture and supply of mastic asphalt, bituminous and polymeric waterproofing materials, damp proof courses, systems, solutions and compounds.

Our purpose:

- To produce and supply products and services which fully meet the requirements and expectations of our customers while also meeting the obligations of our interested parties.
- To consistently comply with the requirements of BS EN ISO 9001 and all Legal & Statutory requirements; by continually seeking to improve the effectiveness of The Company's Quality Management System and overall performance.
- Provide the highest levels of service to our customers' supported by a process that robustly deals with any area of dissatisfaction with a systematic investigation and root cause analysis approach to preventing recurrence.
- To understand our markets, our customers' needs & expectations and continuously seek to improve our services to enhance customer satisfaction and to develop our technology and infrastructure in order to offer the latest available in the ever changing demands of the marketplace.
- The Quality Policy and Quality Management System to be reviewed at the Management Review Meeting to ensure their continued suitability and effectiveness for the purpose of the Company's activities, products and services.
- Provide confidence to management and personnel that the requirements for quality are being fulfilled, maintained & quality improvements take place.
- Conduct periodic management system audits to ensure standards are maintained and opportunities for improvements sought.

In order to achieve these objectives, it is the policy of IKO PLC to consistently review the suitability and effectiveness of the Quality Management System and work processes in conjunction with all departmental managers and personnel, whose contribution and input is seen as vital in the improvement and development of IKO PLC.

Ultimate responsibility within IKO PLC rests with the Group Managing Director Mr. Anthony Carlyle. The Quality Assurance Manager Mr. A D Hafford is responsible for all matters relevant to the Quality Management System, and as such is delegated full authority to take whatever steps are necessary to ensure that the requirements of the quality management system are followed at all times.

Mr. Anthony Carlyle (Group Managing Director)