

Customer Health & Safety

VERSION – SEPTEMBER 2025



Scope of the Policy

Our Customer Health & Safety Policy applies to the entire Armacell Group, including all wholly owned subsidiaries, industrial sites and the products manufactured or distributed under the Armacell brand. It covers customers and end-users around the world, ensuring that health and safety considerations are consistently upheld across all geographies and markets in which Armacell operates.

Our Commitments

At Armacell, we are committed to protecting the health and safety of our customers by upholding the highest product quality, safety and service standards. This Policy outlines our approach to maintaining a safe environment for all stakeholders who interact with our products and services.

Product Safety

We ensure that all products manufactured and distributed by Armacell meet or exceed the applicable safety standards in all locations where they are marketed.

Our design and production processes, including the raw materials used, incorporate rigorous testing and quality assurance protocols to minimise risks and ensure safe usage.

Product Labelling and Information

We provide clear and accurate labelling and information to our customers to ensure that they know how to handle and use our products safely. This includes information on proper handling, storage, installation, usage, and disposal of our products.

Product Quality and Compliance

Armacell's products undergo thorough health, safety and environmental assessments, with raw materials and finished goods regularly analysed. By using registered and approved substances, we strive to comply with relevant regulations and industry standards. We regularly review our practices to ensure alignment with local regulatory requirements and best practices.

Our products are subjected to rigorous testing and quality control to ensure they meet the highest standards. We regularly seek third-party approvals or certifications to confirm the safety and quality of our products.

Customer Communication and Support

We maintain open and transparent communications with our customers regarding product safety and health information.

Safety data sheets, technical data sheets, installation videos, and customer support are readily available on demand or directly accessible on the Armacell website (www.armacell.com).

Customers can also address their questions to Armacell through a dedicated form on the website. In addition, our customer service departments and technical sales associates are trained to provide support and answer any concerns or questions.

Emergency Response

Armacell has established procedures to respond promptly and effectively to any product-related incident or emergency. They include customer notification, product recalls (if necessary) and collaboration with relevant authorities.

Continuous Improvement

We are committed to continuously improving our health and safety practices. Feedback from customers, satisfaction surveys, audits and incident investigations are used to enhance our systems and prevent future occurrences.

This Policy is communicated to employees, contractors, customers, shareholders, suppliers and other stakeholders as Armacell endeavours to promote best practices, ensure continuous improvement and enhance performance.

Review and Amendments

Armacell's Senior Management and its Chief Growth and Sustainability Officer shall be responsible for the overall implementation, maintenance and upkeep of this Customer Health & Safety Policy. Latest reviews and updates on this topic are available to external stakeholders on www.armacell.com and published in the company's product literature.

This Policy will be reviewed biennially or as required to ensure its relevance and effectiveness throughout the Armacell Group. Updates will be made in response to changes in legislation, industry standards or company operations and scope. Contents and updates of this Policy are communicated and promoted across the organisation, including through employee onboarding and training programmes.

Laurent Musy
Chief Executive Officer

