

# Quality Policy

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The Keystone Group is the UK's largest Steel Lintel manufacturer and Europe's fastest growing Roof Window manufacturer. With a strong focus on innovation the company has grown to its present position in the marketplace by establishing a reputation for reliable supply of quality specialist products.

The short history of The Keystone Group has been one of relentless expansion and continuous innovation whilst redefining the meaning of service in the construction industry. Production facilities in South Derbyshire, Cwmbran, Cookstown and Poland provide an efficient, flexible and ergonomic working environment, which is part of the culture of quality and service at Keystone.

With such a clear focus on service and support for customers and a strong focus on research and development, Keystone are continuously growing and developing their extensive product offering. The Keystone Group now consists of Keystone Lintels, IG Lintels, Keylite Roof Windows, Smart roof, IG Masonry Support Systems, Keyfix and Showersave.

Keystone Lintels Limited was founded in 1989, and now operates from Swadlincote (South Derbyshire) and Cookstown (N.Ireland). The company manufactures steel lintels and brickwork support systems for distribution throughout the UK and Ireland.

Established in 1958, IG Lintels was acquired by Keystone in 2006 and is based in Cwmbran (South Wales). The company has a strong brand reputation within the construction industry. IG Steel Lintels have been supplied and featured in many prestigious building contracts.

Keylite Roof Windows Limited was founded in 2001 and operates from Swadlincote (South Derbyshire) and Cookstown (N.Ireland). The company offer a full range of roof windows, flashings, electric operation kits, loft ladders, blinds and accessories.

Smartroof joined The Keystone Group in 2012 and operates from Swadlincote (South Derbyshire) and Cwmbran (South Wales). Smartroof provides a complete, eco-friendly, structural timber, insulated room-in-roof panel system, creating not only instant useable space, but also more of it.

IG Masonry Support Systems combines optimum performance with design flexibility, IG Masonry Support offer solutions which are easy to install and includes it's revolutionary brick slip system which radically reduces onsite labour.

The most recent addition to the Keystone Group is Keyfix, founded in 2020. Keyfix is setting new standards in the delivery of non-combustible cavity systems for projects requiring Document B compliance.

## Mission Statement:

Creating smart construction solutions beyond equal.

The Keystone Group Ltd are committed to:

- Satisfying the expectations of our customers and encouraging their continued loyalty by supplying in a professional manner, products and services that consistently meet their requirements.
- Maintaining an integrated management system which complies with the requirements of ISO 9001:2015 and ISO14001:2015 continually improving the effectiveness of that system – for the benefit of both our customers and the business.
- Establishing, within our Annual Plans, relevant, measurable business objectives and reviewing on a monthly basis, achievements and progress towards those targets.
- It is the responsibility of senior management within the business to ensure this policy and its objectives are communicated and understood throughout the organisation and that its continuing suitability is reviewed annually.

## Keystone Core Values:

Keystone is committed to core values that are the cornerstone of our corporate philosophy.

### Innovation

We empower and challenge each other to think differently, embrace creativity and develop products, services, and processes that are smarter than anything else in the market.

### Fun

We love what we do and we love sharing the passion we have for the Keystone community. When we have fun at work, we are more productive, engaged and motivated to succeed. A business that has fun together, wins together!

### Quality

We have a relentless focus on excellence in quality for every process in our business. We support each other to deliver solutions and services that are world class and add value to our customers.

### Technical Expertise

At Keystone we never stop learning. Our specialist teams are on hand to provide the most cost effective solutions for the most complex requirements.

### Commitment

Results matter. We go the extra mile and are committed to engaging with our customers, employees and communities every day to ensure we exceed expectations.



Owen Coyle  
Divisional CEO