



(1) Our Belief

Sika Australia Pty Ltd believes that the setting of high Quality Standards for our work and behaviour and focussing on the needs of our various Stakeholders will enable us to differentiate ourselves from our competitors, ensuring the continued growth and success of the Company.

(2) Establishing the Quality Policy

The Executive Team has established, implemented and is maintaining this Quality Policy so That it:

- is appropriate to the purpose and context of the organization and supports its strategic direction;
- provides a framework for setting Quality objectives;
- includes a commitment to satisfy all applicable requirements;
- Includes a commitment to continual improvement of the Quality Management System.

(3) Our commitment

Sika Australia Pty Limited is committed to:

- Maintaining a Management System, complying with ISO 9001:2015.
- Setting clear Quality Standards of requirements for our products, services and work activities.
- Establishing a work environment to enable people to develop and ensure that Sika's products and services conform to the highest Quality requirements.
- Providing the necessary resources to support the needs and aims of the business.
- Expecting that all employees will be committed to understanding the needs of our internal and external customers and will strive to achieve complete customer satisfaction.
- Striving for "best practice" in all our activities and to continual improvement via the Sika "Product Creation Process", Processes and Innovative Technology.
- Consulting with all Stakeholders to develop and review Quality objectives and targets.
- Ensuring that this Quality Policy is understood and fully implemented at all levels of the organisation.

It is our belief that application of our Quality Policy will result in our products and services continuing to exceed the expectations of our Customers and will result in repeat business for us. Whilst it will also allow us to attract new customers to our business.

(4) Leadership's commitment

The Executive Team will always demonstrate leadership and commitment with respect to the Quality Management System by:

- taking accountability for the effectiveness of the Quality Management System;
- ensuring that the Quality Policy and Quality objectives are established for the Quality Management System and are compatible with the context and strategic direction of the organization;

QUALITY POLICY

BUILDING TRUST



- ensuring the integration of the Quality Management System requirements into the organization's business processes;
- promoting the use of the process approach;
- risk-based thinking and risk Management in all activities of the Company;
- ensuring that the resources needed for the Quality Management System are available;
- communicating the importance of effective Quality Management and of conforming to the Quality Management System requirements;
- ensuring that the Quality Management System achieves its intended results;
- engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System;
- promoting continuous improvement;
- Supporting other relevant Management roles to demonstrate their leadership as it applies to their areas of responsibility.

(5) Customer Focus

- customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- The focus on enhancing customer satisfaction is maintained.

(6) Communicating the Quality Policy

This Quality Policy is:

- available and is maintained as documented information;
- communicated, understood and applied within all sections of our organization;
- Available to relevant interested parties, as appropriate.


ADAM SHARP
General Manager

REVIEWED BY	NATIONAL QUALITY MANAGER
APPROVED BY	GENERAL MANAGER
THIS VERSION NUMBER	# 4
THIS APPROVAL DATE	03 SEPT 2018
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