



**BUILDING TRUST**



## QUALITY POLICY

21<sup>st</sup> September 2020

Sika Limited, Incorez, Everbuild & Enewall are the UK subsidiaries of the Sika Group, a global company with a worldwide network of subsidiaries active in the manufacture, design and supply of speciality chemicals for construction, industrial applications and DIY. Our core product range includes sealants, coatings, adhesives, mortars, waterproofing membranes and admixtures.

The Top Management of Sika and its UK subsidiaries are dedicated to the requirements and objectives of ISO 9001 and maintaining an effective and efficient Quality Management System that meets all the needs of interested parties, corporate, statutory and regulatory requirements.

Sika and its UK subsidiaries are committed to achieving excellence in product quality, innovation and customer service, and providing everyone involved with the training and resource required to achieve these goals.

We strive to continually improve our products, services and management systems so that wherever possible we can exceed our customer's expectations.

In order to achieve these objectives, the management will:

- Monitor and measure the effectiveness of our business systems through Management Reviews and Internal Audit processes.
- Monitor customer satisfaction and set objectives for continuous improvement.
- Provide adequate resources to implement, maintain and improve the Quality Management System.
- Ensure all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System.
- Measure our performance through key performance indicators to help achieve increased productivity, efficiency and profitability.

The achievement of our objectives and continuous improvement is fundamental to all activities within our businesses and must be practised by all employees as an integral part of their daily work.

Profit is the ultimate measure of our success. Without profit we cannot service our customers satisfactorily or invest in future developments.

**General Manager – Dragan Maksimovic**