



Group Policy: Quality & Business Success

Synthomer is committed to achieving sustained business success by providing our customers with products and services that not only satisfy their needs but also make us their preferred supplier of choice.

We will operate according to a certified management system to ensure effective product design, consistent product quality, reliable supply, and customer focused service. Continuous improvement of these business processes and our internal efficiency is a key element for remaining a lead supplier in our markets and delivering value to our shareholders.

Based on these principles we will:

- Comply** ▶ Work according to subscribed standards for management systems, in compliance with statutory regulations and other relevant requirements
- Manage** ▶ Implement a common management system throughout the group describing our business processes
 - ▶ Measure and review the effectiveness of our processes driving continuous improvement through annual plans and targets
- Appoint** ▶ Appoint a competent management representative to ensure that the described processes are in place and in use and performance reported
- Involve** ▶ Work closely with our customers to fully understand their needs and requirements
 - ▶ Actively engage with our employees throughout the organisation to create shared ownership for business and quality performance
 - ▶ Engage our suppliers to ensure they meet our requirements
- Train** ▶ Provide information and training to employees to enable them to work effectively at a high quality standard to meet the needs of our customers
- Expect** ▶ Continuous improvement to be a fundamental behaviour of all those on our sites
- Report** ▶ Require regular reporting of business and quality performance and progress against improvement plans
- Learn & Share** ▶ Investigate root causes of failures and implement measures to avoid recurrence
 - ▶ Share learnings throughout the group to support continuous improvement
- Audit** ▶ Conduct regular internal audits of management systems at site and global level to assess effectiveness of our processes and systems
 - ▶ Conduct assessments of our suppliers and service providers as appropriate to ensure our requirements are met
 - ▶ Achieve independent and accredited systems certification to international standards

A handwritten signature in blue ink that reads "C Johnstone".

Caroline Johnstone
Chair of Synthomer
Synthomer plc
February 2021

A handwritten signature in blue ink that reads "Calum MacLean".

Calum MacLean
Chief Executive Officer
Synthomer plc
February 2021