



QUALITY AND ENVIRONMENTAL SUSTAINABILITY POLICY

Mapei Australia intends, in line with the strategy of our parent company, to achieve a leading position in the market, offering complete product lines in the building industry, through continuous improvement in the satisfaction of customers, owners, employees, suppliers, local communities, regulators and other interested parties.

In order to meet the policy and objectives for success, developed at corporate level, top management of Mapei Australia is committed to implement and maintain an effective Integrated Management System conforming to the ISO 9001:2015 and ISO 14001:2015 Standards. Our commitment to quality and environmental sustainability shall be based on the following principles:

- To provide a safe working environment and controlled operations that comply with applicable legislation and regulations and above all respect the needs of the employees of the company.
- To protect the environment by applying good environmental practices and policies, through efficiency in meeting all relevant applicable requirements.
- To establish and maintain effective relationships with external providers of processes, products and services to promote sustainable business.
- To identify customer requirements and supply high-quality, innovative products and systems with a focus to meet the markets current and future demand and expectations.
- To commit to a creation and maintenance of a winning "team spirit", where all employees are involved in achieving needs and expectation of relevant interested parties including continual enhancement of customer satisfaction.
- To satisfy the needs and expectations of relevant interested parties through an effective and efficient management of activities and related resources.
- To continuously apply and improve the effective and efficient management of activities and related resources to satisfy the expectations of both internal and external stake-holders.
- To provide a strategic business framework through Quality and Risk based Thinking for the development of policies and management systems to enable achievement of planned outcomes.
- To make decisions based on reliable and accurate information and data.
- To communicate to all relevant interested parties with full transparency.

A handwritten signature in black ink, appearing to read "Philip Gray", written over a horizontal line.

Philip Gray
Managing Director
Area Manager Pacific

Dated: 15/12/2017