

ITW Polymers & Fluids

A division of ITW Australia Pty Ltd
ABN 63 004 235 063

QUALITY POLICY

ITW Polymers & Fluids develops and manufactures a range of chemical products used in mining, automotive, infrastructure and industrial markets across Australia and New Zealand.

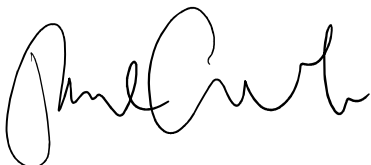
Our commitment to **Quality** is an integral part of the **ITW Culture**, that is, who we are and how we lead:

- As part of our core values, we operate with **integrity** and hold ourselves to the highest ethical standards
- We are committed to the **health & safety** of our people, our customers, and the community
- We operate our business in a way that demonstrates our dedication to global **environmental sustainability**
- We are committed to **continuous improvement** with a **full potential** mindset
- We approach everything we do using the **80/20** principle

Our goal is to generate above market growth by delivering an excellent customer experience through our “Right First Time” principle; the right process providing the right product at the right time.

To achieve this, we will:

- Pursue a holistic **Quality Management System (QMS)** by focusing on process, resources and behaviours across our entire business aligned with the **ISO 9001:2015 standard**.
- Communicate clearly and often
- Involve people at all levels
- Map requirements, identify gaps and prioritise activities
- Train and monitor progress
- Recognise leadership
- Measure performance & celebrate success



Paul Gaiardo
Vice President/General Manager
ITW Polymers & Fluids – South Asia & Russia
14 September 2021