



Group Policy: **Quality & Business Success**

Synthomer is a leading global supplier of high-performance speciality polymers and products that play vital roles in key sectors such as coatings, construction, adhesives, and health and protection – growing markets that serve billions of end users worldwide. Our purpose is to create innovative and sustainable solutions for the benefit of customers and society. Through our focus on making our business more efficient, more global and more specialised, we are positioned to lead the way as a speciality business whose products enhance people's homes and cities, lifestyles, transportation and healthcare.

We operate according to a certified management system to ensure effective product design, consistent product quality, reliable supply, and best in class customer service.

We are committed to continuously improve the effectiveness of our business processes and quality management system, and we collaborate closely with all relevant stakeholders to satisfy their requirements.

To do this we:

- Comply** ▶ Work according to defined standards for management systems, in compliance with regulatory and other relevant requirements.
- Manage** ▶ Apply the Synthomer Excellence way, and effectively implement Group procedures and tools.
 - ▶ Design and develop new products and enhance existing ones tailored to our customers' needs, with an increasing range of sustainability benefits.
 - ▶ Prepare, implement and regularly review improvement plans to address business and operational risks and opportunities, and to achieve challenging objectives and targets, aligned to our True North.
 - ▶ Ensure the availability of data and information and provide adequate resources and tools to support their delivery.
 - ▶ Implement monitoring routines to measure and review the effectiveness of our processes.
- Appoint** ▶ Appoint competent management representatives to ensure that the described processes are effectively executed.
- 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.



Group Policy: **Quality & Business Success**

- 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** ► Expect a high level of personal commitment and behaviour from all those who manage and work on our sites consistent with our desired performance.
- Report** ► Require regular reporting of performance and improvement plan progress to all stakeholders.
- Publish transparent group performance against improvement plans and objectives on an annual basis.
- 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, appearing to read "Peter Hill".

Peter Hill
Chair of Synthomer
Synthomer plc
February 2025

A handwritten signature in blue ink, appearing to read "M. Willome".

Michael Willome
Chief Executive Officer
Synthomer plc
February 2025