



SGS Quality & Professionalism Policy Statement AU & PG

Quality and Professionalism are integral parts of SGS’s operations and the cornerstones for ensuring high levels of customer satisfaction. Through mutually beneficial partnerships and continued operational excellence we ensure the long-term sustainability of our business.

IT IS OUR AIM TO

- Be known and recognised for our superior knowledge, reliability, accuracy and consistency
- Build strong customer relationships based on trust, mutual respect, integrity and the prioritisation of the needs of the customer
- Be known and recognised for our superior knowledge, reliability, accuracy, and consistency
- Nurture and foster a culture of quality within SGS with the full support of management and engagement of all workers

IT IS THEREFORE OUR COMMITMENT TO

- Place customers at the heart of everything we do, engaging proactively with their needs
- Maintain flexibility, listening to industry and customer needs and expectations and actively evolving our quality statement to achieve them

- Continuously challenge ourselves to improve our quality management system by setting and reviewing our objectives, risks, KPIs, results and customer satisfaction levels
- Develop and maintain the processes we need to deliver high quality, optimised and coherent services whilst adhering to all legislated obligations
- Continuously measure, maintain and increase SGS’s knowledge base through a sustainable processes of talent recruitment and training
- Exercise and respect customer confidentiality, individual privacy, while remaining transparent in all other aspects of our work
- Protect SGS’s intellectual property and know-how
- Embody the SGS brand and its independence in all that we do
- Deliver an Integrated Management System (HSEQ) that incorporates

quality management and meets the minimum requirements of the group and ISO 9001, ISO 17025, ISO 17020, ISO 14001, ISO 45001 and API Standards where certified and/or accredited

- Monitor and evaluate all other requirements for conducting business are met where they have been identified, both internally and/or externally
- Seek, monitor and analyse customer feedback and take appropriate and timely action to prevent reoccurrence of non-conformities
- Use quality control and quality assurance measures to achieve desired results first time, and aim to exceed customer expectations

Delivering quality and professionalism is an individual responsibility for all of us, at every level within our organisation. These commitments apply to all SGS workers.

Management is responsible for ensuring full compliance with SGS policies.

Signed by:

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MICHELE MCKENNA

General Manager
Health & Safety AU & PG

Signed by:

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JOHAN O'CONNELL

Managing Director
Health & Safety AU & PG

This version cancels and replaces all previous Quality policy statements.

The English version of this document constitutes the binding version.

SGS

When you need to be sure