

## **QUALITY ASSURANCE POLICY**

Sika's quality assurance policy ensures that quality is an integral component of design specification for products and services that we supply to our customers. This policy is in full accordance with the guidelines laid down in Sika's group strategy, the Corporate Management System (CMS) and international quality requirements. Subsequently, the policy is also formalized in the Product Creation Process (PCP).

### **Quality commitment**

At Sika, we always strive to be the leader in providing quality products and services that meet the expectations of our customers as well as interested parties. This is accomplished by incorporating the elements of the Sika Quality Principles into every production process of our day-to-day operations. Our approach is also dedicated to attaining quality that meets internal and external standards.

### **Implementation**

The philosophy of Sika allows each of our production sites to implement the quality assurance policy in their own operating style. This approach offers each facility the autonomy needed to meet the requirements of their local regulatory jurisdiction. At the same time, it allows them to conduct business using procedures which meet their operational and quality objectives in the most efficient manner.

### **Organization**

The reporting relationship between Corporate Quality Assurance (CQA), regional quality managers and local quality managers reflects a shared matrix responsibility. Therefore, the "Sika minimal requirements", as defined in the Corporate Management System (CMS), can be implemented more amenably at local sites. Moreover, this can also lead to enhancements of day-to-day operational efficiency.

### **Ethics and safety**

Sika products are developed, manufactured and distributed with a strong focus on health, safety and the environment. We are committed to protect our workforce, to safeguard human health standards and to stay on top of all relevant regulatory requirements. We reduce risks by means of audits (EHS audits, risk audits, quality audits) and we constantly seek opportunities to make our products and services more sustainable.

### **Responsibility**

The local management and the local staff of each Sika production facility bear the overall responsibility for product quality. They have to ensure that all procedures and processes related to the production environment meet established industry requirements including documentation and data traceability.

### **Continuous improvement**

All Sika facilities continually improve their processes through the constant and systematic analysis of data, corrective and preventive actions, outcome of audits and the management review. By using these indicators, rational, confident and cost-effective decisions can be made on the assessment and resolution of quality issues.

### **Reporting and guidance**

Quality and operational data (e.g. Quality KPIs) and customer feedback information are collected locally. The quality manager and customer service manager assess these performance indicators and provides feedback to management. If necessary, remedial actions and trainings are provided. Based on the Sika quality principles and the resulting quality assurance policy, the "Sika minimum requirements" are defined and featured in every chapter of the Corporate Management System. The "Sika minimum requirements" are adopted by all local Sika Management Systems.



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