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## Scope of Pacific Urethanes Quality Management System

The development, manufacture and supply of all types of polyurethane and polyurea systems; specifically cryogenic foams for LNG, rigid foams, flexible foams, cold cure elastomers, sprayable membranes, adhesives, binders and coatings.

## Quality Policy Statement

It is Pacific Urethanes' aim to ensure that our customer's never need to contemplate an alternative system supplier. We can achieve this by offering consistent, high quality polyurethane systems; specifically made to meet their requirements, and offering service which exceeds their expectations.

Pacific Urethanes will provide a work environment where customer service and continuous improvement is encouraged. Pacific Urethanes recognizes that customer feedback, whether positive or negative, is a crucial opportunity to improve our products and service for our customers. Just as every employee is responsible for the success of the company, every employee is responsible for quality. Our aim is for every employee to embrace our corporate commitment to quality and continual improvement and to understand their role and how they contribute.

We develop organisational excellence and quality awareness through innovative process improvements, training, measurement and development of customer and employee satisfaction programs.

Pacific Urethanes will continue to be the supplier of choice by keeping up to date with technological advances in polyurethane chemistry, and tailoring this technology to improve our current customer's formulations and developing new and innovative materials. Our approach to quality also extends to working with our suppliers to ensure they supply us with the required products and services at the lowest total cost, which ensures we maintain value to our customers.

Pacific Urethanes also commits to establishing, maintaining and continually improving the effectiveness of our Quality Management System that meets the requirements of ISO9001, as well as applicable statutory and regulatory requirements.

Approved by:



Managing Director  
12/09/2017