

Quality Policy

We will be our customers' best supplier

Our ambition to be our customers' preferred supplier begins with our commitment to a continuous quality improvement process, built on a close understanding of the needs of customers. We will be devoted to quality at every level of the organisation, ensuring that all customers' products, solutions and services requirements are met in full.

Best people

- Ownership and responsibility is encouraged: a commitment is required from every teammate.
- Everyone must be trained to manage Quality in their area.
- We will grow and develop our people with appropriate training initiatives carried out on a regular basis.
- Everyone must value and respect Quality rules and guidelines. This covers all aspects of Process, Service and Product.
- The Quality organisation is resourced and trained to provide support to line management.

Best quality

- Maintaining effective quality management is the responsibility of all teammates following our quality management systems.
- We set and regularly audit KPIs to drive continual quality improvement.
- We continually monitor, analyse and audit our quality performance; to identify preventive, and take corrective, actions when necessary.
- Quality incidents must be reported, investigated and learnings shared, and Quality results must be communicated.
- We accept only quality products and services from our suppliers.

Best service and solutions

- Ownership and responsibility is encouraged: a commitment is required. We will anticipate our customers' needs, and provide a clear offer to our market.
- We will listen to and partner with our customers to deliver on their expectations and feedback.
- Clear communication with our customers, internal and external.



Gavin Burton
Regional Head of EBP APAC
January 2025

Etex inspires the world to build safe, sustainable, smart and beautiful living spaces by providing lightweight solutions to its customers. Etex Australia is the manufacturer and distributor of Siniat, Innova, Equitone, and Promat products in Australia and New Zealand, including plasterboard, fibre cement, specialist passive fire protection solutions, compounds, cornice, acoustic design solutions, metal and associated products and systems.