



DULUX PAINTS NEW ZEALAND QUALITY POLICY

Dulux New Zealand will continuously improve its products and production processes to better satisfy the needs and expectations of its customers and consumers. Our goal is to deliver to them, in full and on time, every time, defect – free products and services. To assist us in this, we will maintain certification to ISO 9001.

This will be achieved within the guiding framework of DuluxGroup’s four values and behaviours:

1. Be consumer driven, customer focused
 2. Unleash your imagination
 3. Value people, work safely and respect the environment
 4. Run the business as your own (also see DuluxGroup.com.au).
- Dulux NZ is committed to a continuous improvement in quality.
 - Continue to improve meeting customer and consumer needs.
 - Continue to improve the performance of our products, processes, and systems.
 - Continuously improve our customer and consumer interfaces.
 - Ensure products, processes, and the Gracefield site, meet all applicable laws.
 - Ensure all employees are trained and committed to meeting and improving quality.
 - Continuously improve the impact our products, processes, and services have on the environment.

We make this commitment to our employees, contractors, customers, consumers, shareholders, and the community as we work towards our vision of “Imagine a Better Place.”

Natalie Ruuska
GENERAL MANAGER, DULUX NEW ZEALAND LIMITED

Date: 27 February 2020

This policy will be reviewed at least annually