

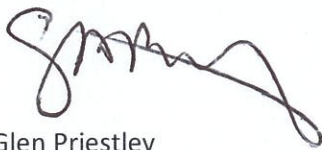
Quality Policy

Sykes Group's mission is to lead the market as the preferred supplier of innovative solutions that keep customers productive by delivering quality products and services, on time, in a professional and cost-effective manner, which satisfy or exceed the requirements and expectations of our national and global customers.

We are committed to:

- ✓ Establishing a clear commitment to Quality throughout all operational and service activities;
- ✓ Maintaining an effective Quality Management System throughout the Manufacturing and Sales facilities of the Company, in line with the requirements of ISO 9001;
- ✓ Creating a culture of commitment to goals by communicating and measuring key performance indicators and continually improving our business processes;
- ✓ Promoting the value of teamwork and employee participation in suggesting and identifying improvement opportunities;
- ✓ Adhering to Policies and Procedures in accordance with the Sykes Group Management System;
- ✓ Working with our customers and suppliers to continually improve the quality of our products and services;
- ✓ Providing adequate resources to continually improve and proactively participate in continual improvement activities;
- ✓ Comply with regulatory and statutory obligations, specifications, and codes of practice relevant to quality management;

This policy applies to all the Sykes Group's personnel, subsidiaries, contractors and visitors affiliated with Sykes Group, across all projects and operations always.



Glen Priestley

General Manager Sykes Group