

Pact Group Holdings Ltd
ACN: 145 989 644

Quality Policy



Quality policy

Pact Group Holdings LTD and its wholly owned subsidiaries (the company) is committed to delivering quality, competitive, innovative and sustainable products and services that meet or exceed our customers' expectations. We strive to understand and work tirelessly with our customers to assure the expected quality of goods and services we deliver.

Aside from our customer focus, it is the policy of our Company to operate our business ethically and sustainably, in compliance with the law and aligned with international Quality standards and industry best practices. We recognise the value of benchmarks and independent evaluations and strive to attain industry, national and international recognition e.g. ISO 9001 Quality Management Systems, FSSC 22000 Food Safety Management System, Good Manufacturing Practices (GMP) and Hazard Analysis & Critical Control Point (HACCP) where applicable.

This policy states that we will:

- Establish, implement, maintain and continually improve our quality system based on internationally recognised standards.
- Adopt a risk-based thinking and process driven approach for planning and preventing quality and product safety issues.
- Benchmark against industry best practices and become "Best in Class".
- Respond promptly and constructively to product quality/ safety and service complaints; ensuring appropriate containment and effective corrective action to prevent their recurrence.
- Provide a service of deliveries on time and in full and to the required standard and/or customer specification.
- Monitor and ensure compliance with applicable regulatory and other external requirements at all sites.
- Provide an environment which encourages and supports innovative product and service design to increase the 'Value Add'.
- Provide our external providers a 'Supplier Code of Conduct' where applicable; ensuring their understanding and compliance in upholding ethical, social and environmental principles.
- Maintain a culture of employee involvement, development & teamwork which promote product & service quality and product safety as being the responsibility of all employees.
- Implement measures of Quality performance which ensure all levels of management and employees across functions understand how their role and actions directly relate to continuous improvement and customer satisfaction.
- Promote and support continuous improvement of our business processes with active participation from all employees across all levels and functions of the business.
- Communicate this Policy to all employees and other interested parties.



Raphael Geminder
Executive Chairman

20 November 2018

Version Control Page

Document description	Quality policy
Document applies to	Pact Group Holdings Ltd
Document owner	General Manager – Sales, Marketing & Innovation
Document approved / adopted by	Executive Chairman
Version number	4.0
Authorisation date	20 November 2018
Next revision date	2019

Version	Action	By	Date
1	Adopted	Sole Director	26 November 2013
1	Adopted	Pact Group on listing	17 December 2013
2	Adopted	Managing Director and CEO	1 June 2016
3	Reviewed and re-issued	Managing Director and CEO	1 June 2017
4	Reviewed and re-issued	Executive Chairman	20 November 2018