

Pact Group Holdings Ltd  
ACN: 145 989 644

# Quality Policy





# Quality policy

Pact Group Holdings Ltd and its wholly owned subsidiaries (Pact Group) are 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 meet the expected quality of goods and services we provide.

Aside from our customer focus, it is the policy of Pact Group to operate our business ethically and sustainably, in compliance with the law and aligned with international standards, customers expectation and Pact Group policies. We recognise the value of industry standards and independent evaluations, and strive to attain industry, national and international recognition aligned with ISO 9001 Quality Management Systems, GFSI recognised Global Standards, GMP, HACCP and TGA, 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 & preventing quality and product safety concerns.
- Benchmark against industry best practices and become leaders of the circular economy through innovative packaging, reuse and recycling solutions.
- 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 within customer expectation.
- Monitor and ensure compliance with applicable regulatory and other external requirements at a site, divisional and group level.
- Provide an environment which encourages and supports innovative product and service design to increase the 'Value Add'.
- Where applicable, maintain sustainable sourcing, aligned with Pact Group's 'Supplier Code of Conduct' that upholds compliance to ethical, social, and environmental principles.
- Maintain a culture of employee involvement, development and teamwork which promote product and service quality, customer satisfaction and product safety as being the responsibility of all employees.
- Implement and continually review quality performance indices and defined objectives to ensure customer satisfaction, that is supported by all levels of the organisation.
- Promote and support continual improvement of all business processes with active participation from all employees across all levels and functions of the business.
- Communicate this policy to all Pact Group employees and be available, upon request, to relevant interested parties.

This policy is supported by site specific quality / food safety policies, where applicable.



**Sanjay Dayal**  
Managing Director and CEO

18 July 2023

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