



Quality Policy

Pact Group Holdings Ltd (Company)
ACN 145 989 644



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 continuously work with our customers to fully understand their requirements to deliver goods and services of the highest quality.

It is the policy of the Company to operate business in a manner that meets international quality standards, and gain accreditation to standards such as ISO 9001 Quality Management Systems, Good Manufacturing Practices (GMP) and Hazard Analysis & Critical Control Point (HACCP) where applicable.

THIS POLICY STATES THAT WE WILL:

- Develop, implement and maintain quality systems based on internationally recognised standards.
- Benchmark ourselves against the best in the world to so we have a focus on being "Best in Class".
- Respond promptly and constructively to product quality and service complaints, ensuring the appropriate containment, corrective & preventative action is taken to permanently resolve the issue to the satisfaction of all stakeholders.
- Provide a service of deliveries on time and in full and to the required standard and/or customer specification.
- Monitor compliance with applicable regulatory requirements at all sites.
- Provide an environment which encourages and supports innovative product and process design to increase the 'Value Add', by incorporating recycled material and close the recycling loop.
- Provide our Suppliers with a 'Supplier Code of Conduct' where applicable which ensures our Suppliers comply with the objectives of this policy and are part of a Supply Chain that upholds ethical, social and environmental principles.
- Maintain a culture of employee involvement & teamwork which promotes product & service quality as being the responsibility of all employees.
- Implement measures of Quality performance which ensure all levels of management and employees understand how their role and actions directly relate to customer satisfaction.
- Promote and support continuous improvement of our business processes with active participation from all employees at all levels of the business. This will be done by providing training, management review, research and development, best technologies & equipment and consultation with the community.
- Communicate this Policy to all employees and other stakeholders.



Malcolm Bunday
Managing Director and Chief Executive Officer
1 June 2016

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