

# Quality policy

Visy's aim is to provide our customers with the world's best packaging, recycling and logistics service that continually meets or exceeds our customers' expectations.

Visy's methodology is to build strong and profitable partnerships with our customers by challenging our leaders to create continuous business excellence founded in the Visy Management System (VMS) aligned with ISO 9001 requirements.

Our employees place high value on protecting our customers' brands and reputation while increasing their competitiveness by:

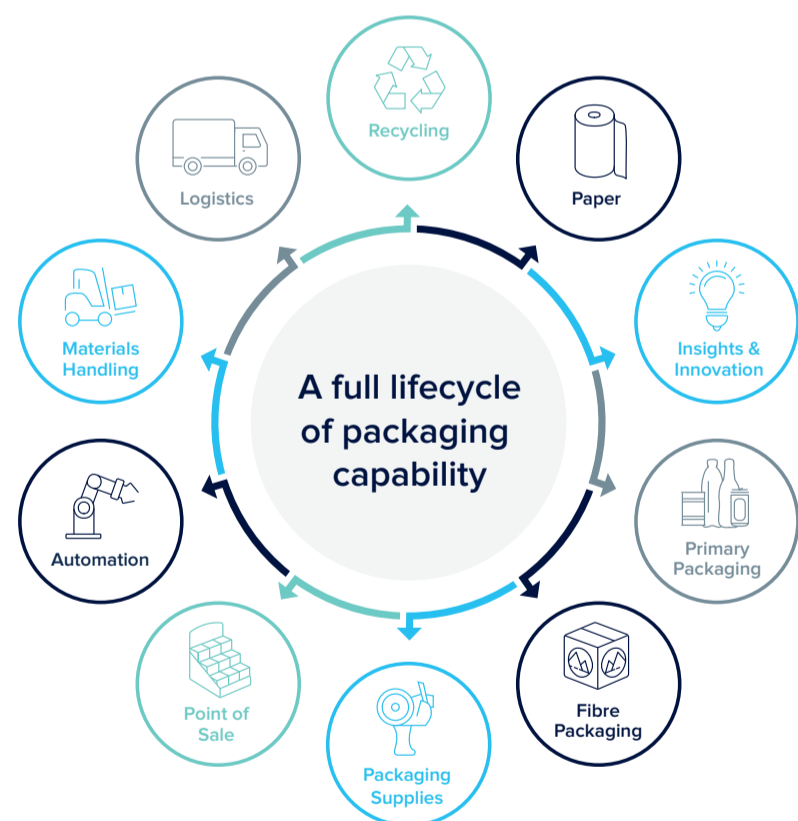
- understanding and deploying customer specific requirements;
- understanding and managing the requirements of all stakeholders to ensure a smooth and professional process is followed;
- understanding and improving our key business processes so that they are appropriately resourced, documented, monitored and measured;
- adding value with recycled materials and partnering with our customers to enhance their environmental sustainability;
- sharing the benefits of Visy's high value, low-cost manufacturing;
- engaging, empowering, and training our employees to maximise the benefits of our industry leading technology and equipment;
- integrating Good Manufacturing Practice (GMP) and Food Safety principles in our manufacturing sites where our products require these systems;
- implementing continual improvement programs based on lean manufacturing principles grounded in 5S methodology;
- setting and managing quality objectives that enable our leaders to appropriately address any risks and opportunities;
- complying with or exceeding the requirements of all statutory and regulatory mandates;

- controlling externally provided processes, products, and services; and
- assessing the effectiveness of our VMS in supporting Visy's vision, values and strategic direction.

Visy welcomes third party auditing of our quality programs and conducts scheduled internal audits and formal management reviews to ensure the ongoing conformity and suitability of our VMS.

This policy and associated quality objectives are reviewed with any changes in business context and scope.

All Visy employees are bound by this policy and the supporting VMS procedures and instructions.



**Anthony Pratt**  
Executive Chairman

**Mark De Wit**  
Chief Executive Officer

