

# Quality Policy

Valpak is passionate about quality; it is at the heart of everything we do. Quality is about trust in our smart and pioneering services, and delivering what we promise.

Valpak's employees commit to achieving quality by:

- developing and delivering high quality and reliable services
- listening to customers; capturing and reviewing both negative and positive feedback and documenting corrective and preventative action
- complying, and where possible exceeding compliance, with all applicable laws and standards
- monitoring and measuring the effectiveness of our business processes
- selecting and developing an engaged and passionate team
- monitoring and managing suppliers
- setting and regularly reviewing quality objectives and being committed to a culture of continuous improvement

Valpak promotes quality through our focus on the following ideals:

- doing it right first time, every time and learning from mistakes
- providing cost effective, fit for purpose services to all our customers
- recognising and responding to the needs of all our customers, both internally and externally
- being part of a process of continual improvement achieved through teamwork

Every Valpak employee influences quality through leadership, commitment, and a passion for improvement. With a customer focus and quality mindset at our core, Valpak will continue to be a trusted brand in providing compliance and sustainability-led solutions.

A handwritten signature in black ink, appearing to read 'S. Gough'.

Steve Gough, Chief Executive Officer

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