

Quality Policy

At Valpak quality is at the heart of everything we do. Quality is about trust in our 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
- 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 environmental solutions.

A handwritten signature in black ink, appearing to read 'S. Gough', is written over a light blue rectangular background.

Steve Gough, Chief Executive Officer

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