

QUALITY POLICY

CHARTA PACKAGING'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.

Charta Packaging's methodology is to build strong and profitable partnerships with our customers by challenging our leaders to create continuous business excellence founded in a Quality Management System (QMS) 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 Charta Packaging'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;
- Implementing continuous 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.

Charta Packaging welcomes third party auditing of our QMS and conducts scheduled internal audits and formal management reviews to ensure the ongoing conformity and suitability of our QMS.

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

All Charta Packaging employees are bound by this quality policy and the supporting QMS procedures and instructions.



A handwritten signature in black ink, appearing to read 'Martyn Taylor', with a horizontal line underneath.

Martyn Taylor
General Manager

