



QUALITY POLICY

Visy's aim is to provide our customers with the world's best packaging and recycling service.

We strive to produce and deliver packaging materials and services that continually meet or exceed our customers' expectations.

Our mission is to make our customers more profitable.

The critical elements of our mission are:

- Building special relationships with our customers +
- Adding value from recycled material to end products and closing the recycling loop +
- Motivating and training our employees to maximise the best technologies and equipment +
- Producing at the lowest cost =
- Making our customers more profitable (and more environmentally sustainable)

To achieve this Visy will strive for world class performance in all that we do to continually improve all aspects of our business. The programs guiding our continuous improvement are lean manufacturing and the 5S program, elements of which are to:

- Develop, implement and maintain quality systems based on the internationally recognised ISO 9000 series standard;

- Benchmark ourselves against the best in the world;
- Maintain a culture of total employee involvement and teamwork in all facets of the business and recognise that employee satisfaction directly relates to customer satisfaction;
- Ensure our suppliers are aligned with our policy and objectives and the important role they play in helping us add value for our customers; and
- Apply, where feasible, automated in-line quality assurance technology.

Ownership, responsibility and accountability for quality rests within all areas and employees of Visy. Quality and customer satisfaction can only be achieved with the total involvement, commitment and pride of all employees.

Our success in effectively implementing this quality policy will be measured by positive endorsement by our customers.

Richard Pratt AO
Chairman

Harry Debney
Chief Executive Officer

VISY

PACKAGING AND RECYCLING
FOR A BETTER WORLD.