

Food Safety and Quality Policy

As a customer led paper and packaging organisation, Opal seeks to achieve world class quality, food safety and customer service.

Opal is dedicated to conducting its business in accordance with applicable statutory and regulatory requirements, and internationally accepted practices and procedures. Opal aims to meet the needs of our customers, including delivering on time and within specification.

In this policy, references to "Opal", "we" and "our" are to Paper Australia Pty Ltd and its wholly owned subsidiaries in Australia and New Zealand, including Opal Packaging Australia Pty Ltd and Opal Packaging New Zealand Limited.

Opal is committed to improving its performance through management systems that support the design of innovative products and by a continuous review of processes. Opal's commitment to food safety and quality means we will:

- Conduct our operations in compliance with Opal's business standards.
- Implement food safety and quality policy objectives and key performance indicators as appropriate.
- Ensure compatibility with the strategic direction of the organisation.
- Invest in our team members and contractors to ensure food safety and quality requirements are well understood and integrated into work practices.
- Promote awareness of food safety and quality throughout the business by communicating openly with team members, customers and external stakeholders.
- Partner with our customers to ensure an in-depth understanding of the end market requirements and capabilities of our products.
- Engage in a partnership with our suppliers to ensure they are committed to improving food safety and quality throughout the supply chain.

Opal's operating model seeks to continuously improve our food safety and quality performance through the application of Opal's Food Safety and Quality:

- **Policy:** Outlining Opal's food safety and quality objectives and commitment.
- **Standards:** Setting minimum requirements for Opal's business units.
- **Procedures:** Providing operational instruction to Opal's business units to ensure minimum compliance requirements outlined in Opal's Standards are met.
- **Governance Framework:** Ensuring regular internal and external risk assessment and audit reviews are carried out in respect of Opal's business units.

In addition, Opal's Quality Team facilitates benchmarking and improvement programs, risk assessments, providing direction on food safety and quality standards and increasing awareness of Opal's performance.

With the support of our team members, Opal aims to achieve world class food safety and quality standards that maximise value for our customers and other stakeholders.



Chris Nagaura

Chief Executive Officer
Opal Group

Dated: 21 August 2023