

New Zealand Sugar Company is committed to satisfying its customers by providing consistent, high quality, safe, legal and authentic products and services that meet or exceed our customer, legislative and company requirements, with the aim of being a leading, innovative provider of sugar, sweeteners and blended solutions for New Zealand and Asia Pacific customers.

This policy has been developed in accordance with ISO9001, FSSC22000 and customer specific requirements, to promote the awareness of New Zealand Sugar's policies on quality and food safety. This policy is working under Wilmar Food Safety Policy and Objectives.

We will achieve this by:

- Ensuring our products meet all legal, food safety and quality requirements;
- Fully understanding and then satisfying our customers, consumers and regulators requirements;
- Developing excellent working relationships with our customers and suppliers to ensure quality throughout the supply chain;
- Management commitment to continuously improving our business processes, and understanding our customers business and how our operations fit together;
- Ensuring that our people are well trained and have the necessary knowledge, motivation, authority, resources and working environment to produce a quality product and offer a high service quality
- Taking advantage of new technology to excel at customer service, product quality and innovation
- Continually improving our facilities to maintain good food factory standards;
- Ensuring quality and food safety requirements are met by operating our facilities in accordance with a MPI approved HACCP Based Risk Management Programme and Food Safety system which are continuously reviewed and updated;
- Continually improving a proactive and effective quality and food safety system that complies with both ISO 9001:2015 and FSSC22000 and supports a culture of continuous improvement.

**Chelsea Leadership Team
July 2022**

Chief Executive
Officer

ANZ Operations
Manager

Operations
Manager

Sales & Marketing
Manager

Chief Financial
Officer

People and Culture
Manager