



Quality and Food Safety Policy Statement

Jacobs Douwe Egberts Au recognises its prime responsibility for food safety, product quality, and improving standards of product and service performance, and will provide resources to systematically integrate the resulting activities into business practice by:

- Supporting marketing, customer/consumer research and product development programs to ensure that products and processes continue to offer the highest practicable standards of performance and customer satisfaction.
- Following the highest standards of quality assurance, complying with the principles of good manufacturing practices and food safety program (HACCP); striving to achieve quality KPI's set; and taking account of all technological developments to support the safety and consistent performance of products and services
- Complying with all applicable laws, regulations, and codes of conduct; and taking preventative actions against all known health and food safety risks
- Continuously improving processes, ingredient selection, and packaging material quality to improve product safety and quality, product consistency and availability.
- Creating a safe work environment in which employees are encouraged to take responsibility for their own work area.

These principles are integrated into, and consistent with, the corporate long range and operating plans of Jacobs Douwe Egberts Au. Planning and implementation of this policy is continuously monitored and reviewed by the Senior Management Team.

A handwritten signature in black ink, appearing to read 'Catherine Forsyth'.

Catherine Forsyth
Operations Director ANZ, Supply Chain
JACOBS DOUWE EGBERTS AU