

GrainCorp is one of Australia's leading Agribusinesses providing storage, handling, logistics and marketing services for commodities including grains, oilseeds, pulses, woodchips, fertilizers, minerals and other products.

GrainCorp is a customer-focussed leader in its field, recognised for providing superior quality products and services. The hallmark of GrainCorp's culture is integrity and a commitment to excellence.

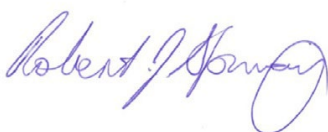
OUR POLICY:

- We recognise that as a food handling and manufacturing organisation that our responsibility to provide safe and suitable food products is paramount.
- We will meet the diverse quality needs and expectations of stakeholders, including shareholders, growers, marketers, end-users, suppliers, regulatory authorities, industry groups, community groups and our employees.
- We manage resources including people, infrastructure and work environments so that our objectives can be achieved effectively and efficiently.
- We apply a process of continuous improvement to quality management and strive for superior performance.

OUR OBJECTIVES:

- To provide direction and leadership to all employees.
- To demonstrate our commitment to quality and food safety through quality management and improving its effectiveness.
- To establish plans, objectives and targets for our business and our employees.
- To establish systems for monitoring, measuring and analysis of data and improvement.
- To manage and operate our business in a systematic and visible way.
- To sustain and enhance customer satisfaction.
- To provide products and services to meet or exceed customer requirements.
- To partner relationships based on mutual benefit through understanding stakeholder expectations.
- To provide necessary resources in terms of personnel, infrastructure and work environment.
- To provide suitable communication links for and between internal and external customers.

To provide maximum benefit to our customers, GrainCorp integrates a high standard of quality performance into our systems of work through a systematic approach to quality management in accordance with the international quality standard AS/NZ ISO 9001:2015, Quality management system – requirements.



Robert Spurway
Managing Director & CEO