

Quality Policy Statement

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