

# QUALITY POLICY



At Mondi, we care about quality. We take pride in our work and our passion for performance includes a passion for delivering quality products and services to our customers and each other. We understand that getting it first time right gives us a competitive advantage and contributes to a better world through efficient use of resources.

This Group wide Quality policy gives us a framework for setting the right quality targets and priorities. As Mondi colleagues, it applies to us all.

Quality is defined as a product, process or service that fulfils all relevant requirements. Providing quality products and services to our customers is a long-term factor for success, and it is part of our Mondi strategy. Our motivation is to permanently fulfil customer requirements and comply with all regulations and standards relevant for Quality.

Our zero non-conformity vision is the guiding principle to ensure Quality's success, it is the North Star for all our Quality work in order to achieve continuing customer satisfaction. We are committed to continuously improving our product safety and quality culture, ensuring compliance and conformance with current and future relevant requirements. The agreed quality level defined together with our customer is the target against which Mondi shall

produce and deliver while never stopping to strive for excellence. We specify our customer requirements and work together with our suppliers and other partners to ensure that they deliver products and services, which allow us to fulfil these targets.

We define a non-conformity as a deviation from a defined standard, or an unfulfilled requirement. With zero non-conformities we are not just targeting Mondi's products but also our way of working. We consider the impacts of climate change and aim to contribute to environmental protection through efficient use of resources. With our targeted Quality standards for skills, processes and tools as part of our Quality Management System and a root cause-oriented approach we can prevent non-conformities from happening.

Quality's vision of zero non-conformity contributes to The Mondi Way and Mondi's long-term success:

1. **By doing it first time right, we contribute to a better world through efficient use of resources;**
2. **By partnering along the value chain, we provide quality our customers can rely on, and**
3. **By empowering people, we develop, produce and deliver quality products and services**

## There are six principles which guide Quality within Mondi:



1. **Quality is defined by our customers and consumers** – we work together with them to achieve the desired outcomes



2. **Quality is embedded in all processes, products and services** – we integrate Quality in everything we do



3. **Quality is similar to Safety, Health, and Environment in its approach** – we aspire to prevent non-conformities



4. **Quality is a mindset** – we incorporate Quality habits into our daily routine, from operations to strategy



5. **Quality means continual improvement** – we strive for excellence together every day



6. **Quality is built on standards** – we comply with our Quality Management System

We will provide the appropriate resources and training to all our teams to understand and implement this policy and monitor, report on and evaluate our performance. We will identify and mitigate risks, openly communicate with stakeholders and review our management systems, including this policy, on a regular basis to ensure they remain current and appropriate to the nature and scale of our business.

**Quality matters – every time, everywhere. Each and every one of us is empowered and committed to actively contribute to Quality.**