

# Quality Policy

MACVAD is committed to providing a quality product and service every time. We strive to continually improve the quality of our product, processes, and management systems to optimise our customers' and consumers' experiences and to enhance operational effectiveness and business sustainability.

Our Quality Policy provides the framework for ensuring that the quality of all finished goods designed and distributed by MACVAD, and manufactured by MACVAD's local and international supply base, is of an exemplary standard and meets the requirements of the BRCGS Agents and Brokers Standard.

The governance of this policy is the responsibility of all who work in the MACVAD business, overseen by the Operations Director. Responsibility for ensuring all policies and procedures are maintained and reported resides within the respective departments of Product Management and Supply Chain.

MACVAD is committed to achieving certification to the BRCGS Agents and Brokers Standard. We are actively working towards this certification as part of our ongoing commitment to quality, safety, and compliance with internationally recognised best practices.

This policy will be reviewed at least annually, or more frequently as required, to ensure that it and our quality outcomes remain consistent with our business objectives, regulatory requirements, and the expectations of the BRCGS standard.

## **We are committed to:**

- Recognising that our employees, suppliers, and customers are key resources.
- Ensuring that our products meet or exceed current product standards, relevant regulatory requirements, and the requirements of the BRCGS Agents and Brokers Standard.
- Effectively analysing and monitoring our processes to maximise growth, develop a consistent "go to market" approach, and drive additional operational efficiencies.
- Holding the business accountable for its Quality Management and against our peoples' performance objectives and targets.
- Providing adequate resources to facilitate the implementation of this policy and the requirements of the BRCGS Agents and Brokers Standard.

The basic principles of the MACVAD Quality System will be communicated to staff, suppliers, customers, and contractors.

It is the responsibility of our employees to ensure they, together with our suppliers and contractors, deliver our products and services to our customers in accordance with the MACVAD Quality System, our Quality Policy, and the requirements of the BRCGS Agents and Brokers Standard.



Struan Kingan  
Managing Director