

## Quality Policy

This policy supports Sappi's Group Sustainability Charter and our approach to sustainable development.

Our approach to sustainability is based on a holistic view of *Prosperity, People and Planet (3Ps)*.

Being a sustainable organisation means that we balance and integrate the 3Ps into our business decisions, strategies and processes to help us add more value for all our stakeholders. Our strong sustainability governance structure is underpinned by our commitment to living our value statement: ***As OneSappi, we do business safely, with integrity and courage, making smart decisions that we execute with speed.***

Our focus on quality is based on continuous improvement and on meeting our commitments to treading more lightly on the *Planet* and improving the lives of *People*.

In keeping with this approach, at Sappi Southern Africa we strive to distinguish ourselves as an industry leader by listening to our customers and providing cost effective, quality paper, pulp, biorefinery and specialised cellulose solutions to meet their requirements.

We define quality as conformance to both our internal and external customers' needs and comply with best practices defined by our integrated management system in accordance with the requirements of the **ISO 9001** quality standard.

### **We strive to ensure dependable customer service and meet our quality commitments by:**

- Knowing who our customers are with a complete understanding of their requirements based on open communication
- Controlling our processes with tools and techniques that allow us to improve production systems and ensure future sustainable growth
- Continually investing in our people through learning solutions and opportunities that enable individuals, groups and the organisation to improve performance, learn new skills, adapt to change and meet groupwide business objectives

- Using factually based information for decision-making and in support of realistic targets and objective setting
- Making continuous improvement a part of every day and each operation through measurement and team participation in defect prevention and problem solving
- Procuring raw materials and outside processes from reputable suppliers only
- Designing our products to satisfy our customers' total performance requirements over the complete product life cycle
- Focusing on innovation to help our customers meet the needs of a fast changing global marketplace, and
- Reviewing this policy on a regular basis to ensure the content stays current and relevant to our operations and our customers' needs.

Going forward, we will continue to develop our manufacturing, human, social and natural resources in a way that ensures our sustainability approach enhances our long-term viability and overall *Prosperity*.

Alex Thiel  
Chief Executive Officer  
Sappi Southern Africa