

## Technology Centre 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.*

The Sappi Technology Centre shall achieve and maintain excellent quality of testing and services in accordance with present and future needs, whilst keeping abreast of current technological developments in the forest products industries.

**To achieve this, the Vice President of Manufacturing and Technical and staff of the Technology Centre are dedicated to:**

- Knowing both the internal and external customers of the Technology Centre
- Keeping confidential customer information and remain impartial in all work conducted
- Understanding and meeting customer, regulatory and statutory requirements in all areas of business
- Continuously building a culture that ensures quality in every phase of Technology Centre projects and services, through continuous training and education
- Establishing and maintaining a management system, and
- Conducting management reviews to continuously improve the effectiveness of the management system.

### Objective

The objective of the Technology Centre is to engage impartially in research activities in the wood properties, pulping, fibre and product development and beneficiation of side streams from wood and in providing reliable testing services.

### Implementation

The management system established to implement the quality policy shall satisfy the criteria as stipulated by the **ISO/IEC 17025 Standard**.

All personnel shall receive such instruction and training as is required for the familiarisation with the content of the quality manual for implementation of the quality policy and management system documentation. Such training shall be recorded.

The laboratory is accredited by the **South African National Accreditation System (SANAS)** to meet the requirements and criteria of the **ISO/IEC 17025 Standard**.



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