

QUALITY AND FOOD SAFETY POLICY

Each job we do is a step towards providing quality and safe hop products for brewers in domestic and international markets.

It is our goal to develop a cultural awareness across the organisation that positions HPA as a consistent and reliable supplier of hops and hop products through a continuing improvement in the quality and food safety of our goods and services.

HPA is committed to resource, review and improve everything we do to ensure we consistently provide products and services that:

- Conform to customer requirements
- Meet applicable statutory and regulatory requirements
- Enhance customer satisfaction

It is the responsibility of the managing director to ensure that HPA maintains a focus on quality and food safety.

A team of key employees staff the quality and food safety group whose responsibilities include the identification and review of any issue that may impact product quality and food safety. The quality and food safety group meet regularly throughout the year.

HPA use systems that are designed to help us achieve and improve our quality, safe hop products and service for our customers.

It is the responsibility of every employee to comply with all standard operating procedures that relate to their scope of work to ensure we work in a safe and consistent manner with a focus on quality and food safety outcomes.

We plan to deliver products consistent with customer's requirements in a cost-effective manner. We promote continual improvement using efficient business practice, objective setting and customer feedback.

We all have a role to play in maintaining and improving our systems. The systems meet both the international quality management standard ISO 9001 and the food safety standard HACCP Codex Alimentarius.

Tim Lord

Managing Director