



## **POLICY STATEMENT**

### **CUSTOMER HEALTH AND SAFETY**

#### **PURPOSE**

The purpose of this Customer Health and Safety Policy Statement (the "**Statement**") is to ensure that Intelligent Packaging Limited Partnership and its subsidiaries (collectively, the "**Company**") complies with customer health and safety best practices in countries where the Company is located and/or does business. The Company is committed to conducting business in a safe and environmentally sustainable manner that promotes the health of our employees, customers, community and the environment.

#### **CUSTOMER HEALTH AND SAFETY**

##### **Statement of Commitment:**

Our Company places the highest priority on the health and safety of our customers. We are committed to providing products and services that meet or exceed the highest safety standards, ensuring the well-being of our valued customers.

We endeavour to:

- Design and manufacture products with safety as a paramount consideration;
- Provide clear and accurate safety information and instructions for product use;
- Continuously monitor and assess the safety of our products and services;
- Ensure emergency preparedness response procedures are in place;
- Respond promptly and effectively to customer concerns related to product health and safety; and
- Ensure correct and responsible recall procedures are available upon concerns raised.

#### **COMMUNICATION AND EDUCATION**

The Company will communicate this Statement to employees, contractors, customers, shareholders, suppliers, community and other stakeholders. The Company endeavours to promote best practices to ensure continuous improvement and enhance performance.

#### **BREACH OF STATEMENT**

- Failure to comply with this Statement or the neglect of relative responsibilities may result in disciplinary action; and
- Failure to comply with, or neglect of, the requirements of applicable legislation may lead to a criminal offence being committed or legal action against a business unit, and/or against individual managers, employees or directors. Penalties for serious offences may include substantial fines and/or custodial sentences.

**Approval Date:** 13 December 2023