



CORPORATE RESPONSIBILTY STATEMENT

Bickford's Australia has served the Australian public in supplying premium cordials since 1874. In more recent times, Bickford's has expanded beyond the success of cordial to now offer water, carbonated beverages, juices, iced coffee essence, milkshake mixes and energy drinks. Bickford's has become regarded as a trustworthy and synonymous household name in Australia.

With world class manufacturing facilities in South Australia, Bickford's proudly delivers individually branded products that fill our customer's needs for quality and brand recognition.

At Bickford's we are avidly aware of the responsibilities we owe to our customers, our people, the community and the environment. Just as we deliver on quality products and reliable brands, we also consider the broader implications our business has on those around us. This statement provides an insight into how we approach and manage those responsibilities.

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1. Snapshot of Our Corporate Responsibility Goals

Bickford's Corporate Responsibility	
Our People	<ul style="list-style-type: none"> • Attract, retain and develop the best talent • Communicate openly and honestly with our people • Encourage staff to grow and to think outside the square
Quality & Safety	<ul style="list-style-type: none"> • Ensure Food Safety is not negotiable • Incorporate standards that exceed our customer's requirements and conform to industry-accepted practices • Continuous improvement of Occupational Health and Safety training and performance within the operational facility • Aim for World's Best Practice through the alignment of our systems with AS Australian Standard 4801
Environmental	<ul style="list-style-type: none"> • Identify and implement further measures to reduce water and energy usage • Continue to incorporate sustainability risks into business decisions and actions
Product Stewardship	<ul style="list-style-type: none"> • Consistently deliver high quality beverages and reduce environmental impact • Build knowledge of environmental life cycle impacts across major products • Develop a procurement sustainability policy
Governance	<ul style="list-style-type: none"> • Responsible and informed decision making • Early identification and consideration of key risks

2. Our People

Bickford's believes that its people and its brands are the two essential elements to the ongoing success and growth of the business. As such we are committed to providing an employment environment that is challenging, enjoyable and rewarding.

a) Recruitment and retention

We recognise the importance of attracting high calibre candidates and appointing the applicant who best fits the recruitment selection criteria. To assist us in meeting that objective, we have developed a Recruitment and Selection Policy and Procedure which delivers a standard and consistent approach to recruitment, whilst ensuring that suitably qualified applicants are provided with an equal opportunity to obtain employment within the Company.

Our recruitment and selection process adopts the Merit Principle; whereby the selection criteria is based on ability, qualifications, knowledge, skills, attitude, work performance and competencies essential to the role.

Through being frank and fair in our recruitment and selection activities and ensuring candidates have the required skills, qualifications and competencies, we increase the probability that the appointed candidate will succeed in their new role and develop a rewarding career within our business. We are proud that a significant number of our employees have enduring periods of service with us.

b) Engaging and understanding our employees

We value the contribution of our people and strive to communicate openly and honestly with them, thereby promoting a transparent work environment. Our communication strategies include providing information on a company intranet, via email, postings on employee notice boards and holding regular forums where staff can hear from and ask questions of Senior Managers and/or our Managing Director.

We encourage open discussion within the business and have both formal and informal channels for employees to voice their suggestions and opinions. As a business we pride ourselves on our ability to innovate and this is a direct result of employees thinking outside the square and openly sharing ideas.

The Company also respects and embraces the differences between our employees. We are dedicated to providing an enjoyable, harmonious work environment and, where possible, accommodating the needs of individuals within our business. Teamwork is encouraged and individual contribution is appreciated.

c) Career development

Bickford's is committed to the career development of our people and ensuring employees are challenged and fulfilled by their work. Ways in which we achieve this include offering learning and development programs, opportunities to be cross-trained and relieve other positions, growth within their existing role as well as an internal movement to a new position.

Annual performance reviews are conducted with all team members, providing an opportunity for employees and their managers to discuss employee performance and career objectives, identify training and development needs or the potential for promotions or transfers. Bickford's supports and encourages internal applications for job vacancies and takes pride in seeing employees grow within the business.

d) Employee wellbeing and benefits

Bickford's is acutely aware that in today's fast paced world, people seem to be busier with more demands than ever before. We recognise that employee wellbeing is important, which has led us to establish a wellness program to provide employees with information about community services that may assist them in their lives as well as discounts with health and wellbeing providers.

We also offer a Group Loyalty Program aimed at using our corporate buying power and influence to gain discounts and preferential treatment for our staff. The program includes staff pricing on Bickford's products and the products of our related entities as well as benefits with external providers ranging from financial services to retail and telecommunications.

e) Diversity and equal opportunity

Bickford's is an equal opportunity employer and embraces workplace diversity. The Company is committed to fair and equitable treatment throughout every aspect of the employment relationship. To reflect this commitment, we have in place an Equal Opportunity Policy which is distributed to employees to review and understand prior to commencing employment and is reinforced with regular in-house training.

To Bickford's, workplace diversity is not just legislative compliance; it's smart business and reflects the culture we embrace. Our diverse workplace means that the Company has a wide range of views, opinions and perspectives to draw on, assisting us with better knowledge and a better representation of our consumer market.

3. Quality, Safety and Environmental

Bickford's is dedicated to applying integrated practices that provide a safe workplace where we produce consistently high quality and safe beverage products that help sustain the environment.

a) Quality

We are committed to enhancing our customer's satisfaction with products and services that set industry standards for innovation, quality and value. It is our policy to maintain an effective quality program that exceeds our customer requirements and conforms to industry-accepted practices and governing legislative requirements. Bickford's will continue to focus on quality in order to provide our customers with the highest level of confidence in our products and services.

Our commitment to quality is maintained through the process of applying continuous improvement programs. We:

- Ensure strict compliance with all governing food regulations – food safety is not negotiable
- Measure and reduce consumer complaints to world class levels
- Operate systems in compliance with HACCP, SQF 2000 and customer obligations
- Operate the plant, warehouse and maintenance at a high standard of GMP compliance
- Provide regular coaching and training to staff on GMP, Quality and Food Safety
- Develop productive supplier relationships who meet our vendor assurance programs
- Research, test for process capability, trial and validate before launching products
- Regularly monitor, report and improve on our quality performances in consumer complaints rates, internal and external audit performance, closure rates on non conformances raised and right first time indices.

b) Safety

At Bickford's, we are dedicated to providing and nurturing a positive and healthy working environment for all our people. We recognise that people and brands are truly important to the business.

Our commitment to the provision of a safe working environment is maintained through the implementation of a comprehensive OH&S management system that meets workplace safety standards and complies with legal requirements. To meet this Safety commitment we:

- Have a target of preventing any injury or harm to our people
- Fully investigate all hazards and incidents to eliminate the root causes
- Provide coaching and training to staff on safe work practices and policies
- Perform risk assessments on all production lines and major work areas
- Actively provide rehabilitation to staff and encourage a safe and early return to work
- Aim for World's Best Practice through the alignment of our systems with AS 4801

- Regularly monitor report and improve on our safety performances in Incidents reported, Significant Injuries, and Lost Time Injuries.

c) Environmental

Bickford's recognises that we can have an impact on reducing harm to the environment as a direct result of how we conduct our business. Risk analysis has allowed us to identify improvement opportunities specifically related to the two major resources, being water and energy. However, we proactively manage all identified areas in order to reduce the impact to the environment.

Our firm commitment to sustainable development requires implementation of an environmental system that covers current environmental considerations, sustainability, waste reduction, conservation and recycling.

To meet this commitment we:

- As a minimum, comply with applicable legal and other requirements including relevant state and federal Government policies and any customer compliance requirements
- Identify and manage our environmental aspects and impacts risks
- Minimise waste-to-landfill, waste water discharges and greenhouse gas emissions
- Observe strict conservation principles for water, energy and natural resources
- Employ environmental considerations towards product stewardship
- Coach and train environmental management commitments to all our staff
- Aim for World's Best Practice through the alignment of our systems to ISO 14001
- Regularly monitor, report and improve on our environmental performances in water usage, energy usage, gas usage, waste water, solid waste & recycling quantities

Our dedicated conservation committee meets regularly to discuss targets, measure performance, raise awareness and provide initiatives for further improvements.

4. Product Stewardship

Bickford's understands the importance of product stewardship and its impact on our responsibility to reduce environmental harm whilst maintaining the integrity and quality of the product. To do this successfully, Bickford's incorporates careful manufacturing planning from start to end use of product. Products have been designed to be more durable, re-useable and recyclable.

Bickford's advocates good supplier relationships so as to better engage with supply chains and improve the understanding of risks, impacts and improvements. Our relationships with suppliers

are paramount to the success of our business and we work at developing open communication to deliver mutual benefits, whilst maintaining quality and affordability to our customers

To meet this commitment we:

- Understand the impacts of our products and services
- Move towards measurement (environmental life cycle impact)
- 'Reduce, reuse and recycle' packaging materials in accordance with our National Packaging Covenant obligations and implement responsible recycling practices.

5. Governance

There is a genuine awareness of corporate responsibility within Bickford's. Our aim is to be the best at what we do whilst at the same time, doing the "right thing".

The "right thing" encompasses our social and environment awareness, engaging our stakeholders to be aligned and responding to their priorities, improving our efficiencies and considering our impact on the community.

The intent is that this principle driven philosophy underpins our strategies, policies and decision making, helping us along our journey of improving the level of corporate responsibility.

a) Our policies

Our internal policies reflect our approach to the importance placed on corporate responsibility.

All of our staff undergo a comprehensive induction process to ensure they gain an immediate understanding of our business, our guidelines and our philosophies. We have a Code of Conduct which carries an expectation that employees are to adhere to the highest possible standards of behavior, ethics and integrity.

Employees are regularly encouraged to provide their feedback about the business, their role in the business and the working environment.

b) Engaging stakeholders

Our key stakeholders include our employees, customers, consumers, suppliers, distributors and the community we operate in.

They have expectations of our business and they want to be heard. We have forums to enable our stakeholders to communicate with us openly and honestly including a rigorously monitored

consumer complaint process, regular dialogue with our customers and new product development consumer focus group sessions.

The information we gather from them, helps us to make better informed decisions to ensure the continued growth of Bickford's.

c) Managing risk

Our approach to corporate responsibility and good corporate governance lends itself well to effective risk management. The key elements in our approach to managing risk include:

- Fostering a risk aware culture in our operations and also in our decision making
- Asking our people to take responsibility in managing risk within their workplace activities
- Employing dedicated staff to protect the interest of our business from a risk perspective
- Material business risks are identified and assessed by management regularly
- A comprehensive and carefully placed insurance programme

Identifying and managing risk is a continual evolution. It provides a solid framework to enable our business to deliver on its strategies.

6. Our Commitment

This Corporate Responsibility Statement reflects the commitment we have in place to support the enduring success of the Bickford's business and in turn provide a sustainable future for our brands, our people, our environment and stakeholders.

7. Contacts

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