

Management commitment

Philosophy

Mpact commits to delivering exceptional value to all its stakeholders: shareholders, employees, contractors, customers, communities and the environment. As such the Group seeks to pursue excellence in all that it does to ensure that operational performance and profitability is constantly improved, while ensuring that the highest ethical standards are upheld.

Mpact believe that this is achieved by employing high-calibre people and procuring high quality equipment, raw materials and services to ensure optimum operational performance so that products can be reliably offered at competitive value.

The Group is committed to providing a safe and healthy working environment for all employees, as well as contractors and service providers. The principle of “zero harm” is entrenched at each of Mpact’s operations.

The CEO’s Safety, Health and Environmental (SHE) Philosophy clearly states that all injuries, occupational illnesses, safety and environmental incidents and fires are preventable and that the target for them is zero.

There are three underlying principles that give effect to this philosophy:

- individuals are responsible for their own safety;
- adherence to the “Fire and Safety Rules To Live By” is the minimum standard throughout Mpact; and
- there is no differentiation in terms of the treatment and expectations of employees, contractors and service providers.

To achieve this, a number of safety, health, and environmental interventions are in place and these are regularly monitored and enforced.

Policies

Policies and procedures are in place to guide all significant aspects of the business including: corporate vision and values; safety, health and environment; transformation; procurement; human resources; financial management; and maintenance. These policies set the framework within which Mpact believes it can achieve exceptional value for its stakeholders.

Standards and product responsibility

In pursuit of excellence Mpact subscribes to various internal and international standards to which its operations, where applicable, are certificated. These include:

Internal standards

- Enterprise Risk Management Guidelines – Guidelines for managing business risks and insurance.
- Sustainable Development Management System – guidelines for fire, safety, health and environmental management.
- Mpact management systems, consisting of policies, procedures and work instructions dealing with an array of management requirements throughout the business.

International standards

- ISO 9001: Quality management standards applicable to all Mpact manufacturing operations.
- ISO 14001: Environmental management standard applicable to the Group’s Paper, Corrugated and Recycling operations.
- Forest Stewardship Council (FSC) standards applicable to the Group’s paper mills.
- German Federal Institute for Risk Assessment (BfR) Recommendation XXXVI: Food contact safety standard for packaging papers.
- ISO 2200:2005: Food packaging safety standard applicable to plastics and corrugated containers used for the packaging of food.
- British Retail Consortium (BRC): Ensures plastic containers meet customers’ food safety needs.

Fundamental to the principles of Mpact and to these standards is compliance with national legislation.

Audits and external assurance

Compliance with standards and legislation across the Group is monitored through the comprehensive internal and external audits of various management systems. External assurance is therefore received from external auditors, some of which are indicated in the following table:

System	External audits
Finance	Deloitte & Touche
Insurance Underwriting Audits, Maximum Possible Loss (MPL) and Estimated Maximum Loss (EML) calculations	Marsh
Risk Management	Marsh
Fire Protection Systems and Infrared Surveys	Marsh
ISO 9001, ISO 14001, ISO 22000	SABS, BVQI, i-Cert,
FSC	SGS
Food Safety (paper products)	ISEGA (Germany)
Safety Legal Compliance	Legal Consulting Services
Safety and Environmental Performance	Legal Consulting Services
Environmental Legal Audits	Greengain Consulting
B-BBEE Scorecard	Symphony

Non-compliance issues and recommendations arising from audits are managed closely to ensure compliance is achieved and maintained through management interventions.

Risks identified through these audits and other internal processes are monitored and managed through processes as described in the Group’s Risk Management Review on pages 41 to 44 of the Group’s Integrated Report for 2013.