



Policy Statement: To satisfy our clients' expectations for service delivery, cost practices and excellence in all we do.

OUR COMMITMENT

We commit to comply with all legislative and client requirements whilst continually improving the effectiveness of our Quality Management System.

We are dedicated to deliver the highest quality 'True to Nature', natural ingredients through expanding scientific innovation, building on our world-breakthroughs and plant profiling, exploring new species, listening to our clients and focusing on applying nature's best solutions to human problems.

We are committed to inclusion, collaboration, conscious commercialism and eco-sustainable practices that positively contribute to people and planet. Our team is our greatest asset and we are committed to creating a space that inspires creativity, contribution, passion and care.

OUR VALUES

- Accountability
- Adaptability
- Community engagement
- Cultural sensitivity
- Eco sustainability
- Education
- Excellence
- Honesty
- Inclusion
- Innovation
- Integrity
- Knowledge
- Loyalty
- Passion
- Reducing environmental impact
- Reliability
- Teamwork
- Traceability

OUR VISION

To create the highest standards in natural solutions, designed by nature, to solve human problems and positively impact our customers, our team, their clients and the planet.

Drive scientific innovation to set new benchmarks in 'True to Nature' unadulterated botanical ingredients for cosmetics, pharmaceutical, nutraceutical and food/beverage applications. Continue to lead research, new discoveries, world breakthroughs and plant profiling of Australian native botanical ingredients. Continue to grow our unprecedented water-soluble phyto-compound library that has set new industry standards. Support the growth of a solid, eco-sustainable primary industry based on our native species.

We will continue to evolve the botanical extract industry, re-educate and challenge inferior extraction methods to achieve advanced natural ingredients that deliver superior outcomes and products to our clients, drive and disrupt industries and product deliverables. We will translate our dominance achieved in the Australian native category and apply it to other botanical regions globally.

We will become the Australian and global innovation company offering superior ingredient outcomes, harnessing nature's design, advancing scientific discoveries and new technology, improving access to new bio-diversities, that translate to new product achievements for our clients. With an unrivalled level of customer service, brand collaboration, and a broad product offering we enhance our clients' new-to-market strategies, leveraging unique points of difference to expand their growth.

We will be an employer of choice and achieve consistent and eco-sustainable and socially responsible practices.

OUR MISSION

We manufacture the highest quality of advanced botanical extracts, backed by exceptional customer support and engagement that exceeds our clients' expectations, drives industry trends and meets our customers' desire for success through innovation, collaboration and new points of difference that deliver new natural consumer solutions that are kind to our planet.

QUALITY OBJECTIVES

1. We endeavour to consistently meet or exceed our clients' expectations with regards to excellence in quality, timeliness, and value for money;
2. Respond to complaints by acting immediately and decisively, thereby improving our service delivery and company resilience; Identify, report, investigate and resolve all non-conformance and act to prevent recurrence;
3. Constant evaluation of our integrated Quality Management System and Business and Marketing Plan to strive for long term continual improvement;
4. Educate and train our people to continually improve their skills, awareness, and knowledge to foster core values in quality excellence and practices;
5. Maintain and calibrate equipment, and facility to meet the applicable standard or statutory obligations;
6. Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our business;
7. Maintain and monitor a culture that supports all of these objectives;
8. Continue to improve quality testing protocols;
9. Improve sustainable manufacturing practices and reduce carbon footprint;
10. Continue to explore opportunities of improvement across all aspects of the company;
11. Continue to explore manufacturing technology to improve our product offering in response to consumer needs;
12. Litigation/Legal representation - protect business from external and internal threats;
13. Cyber security - continuing to improve 3rd party as per legal;
14. Sustainable growers practices;
15. Cultural sensitivity - Indigenous engagement.