



Quality and Compliance

TECHNICAL CENTRE
2 BEVERAGE DRIVE
PRIVATE BAG No. 1
TULLAMARINE VICTORIA 3043
TELEPHONE: 61 3 9339 6200
FACSIMILE: 61 3 9339 6230

9/01/2006

To whom it may concern,

Re: Kevin Stretton – CS Payneham ISO 9001 Accreditation 2005

Cadbury Schweppes engaged the services of Kevin Stretton in 2005 to implement the ISO 9001 Standard into the Payneham Branch.

The National Quality & Compliance Team noted Kevin's professionalism and enthusiasm to implement "Best Practice" immediately in 2004 after he successfully guided the Payneham Operations Team to implement ISO14001. This achievement was the first for Cadbury Schweppes in the ANZ Region.

The National Quality Team found working with Kevin a pleasure, especially noting his interpersonal skills as collaborative and motivating to engage all levels of employees and management.

The attainment of the ISO 9001 Standard was achieved within the timeframe of 12 months, primarily through effective project management, perseverance and clear communication of objectives. In addition, Kevin's skills in training and presentation were a bonus in communicating the requirements across all levels of the organisation in simple and direct language. This approach created the gradual cultural and behavioral change required, gaining commitment to the standard's elemental implementation.

The accreditation was achieved "First Time" via the strategy to integrate the certified programs of ISO14001 and Food Safety. Kevin designed the program to be "Best Practice" with a continual improvement platform rather than taking a minimalist approach in meeting the minimal level of "Compliance".

The integrated system at Payneham fulfils Cadbury Schweppes Global objectives for Environment, Quality and Food Safety. The system allows for one annual audit to be performed reducing audit costs and creating efficiencies in system management by eliminating duplication.

The integrated system created by Kevin and the Payneham Operations Team is the national template for all remaining sites in the Food & Beverage Division of Cadbury Schweppes.

Payneham's achievements in the past two years have been "Best Practice" for the Cadbury Schweppes ANZ region and Kevin's contribution to this process has been an important factor to successfully achieving the ISO objectives.

Regards,

Souli Ktenidis
National Quality & Compliance Manager
Food & Beverage Division
Cadbury Schweppes
Email: souli.ktenidis@ap.csplc.com