

## Position Description: Senior Regulatory Manager

| Title and reporting relationships |                                                                                                                                                                                                                   |
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| <b>Position title</b>             | Regulatory Manager                                                                                                                                                                                                |
| <b>Business Unit</b>              | Compliance                                                                                                                                                                                                        |
| <b>Reports to</b>                 | Group Compliance Manager                                                                                                                                                                                          |
| <b>Scope:</b>                     | Regulatory strategy, MPI and industry engagement, export certification, specialty certification, traceability and validation frameworks across Open Country Dairy Group, including Miraka and Mataura Valley Milk |
| <b>Direct reports</b>             | Nil                                                                                                                                                                                                               |
| <b>Indirect reports</b>           | Nil                                                                                                                                                                                                               |

| Main Purpose of Position                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| The Regulatory Manager provides senior technical leadership and subject matter expertise across regulatory affairs, export certification, specialty certification, traceability and validation frameworks. The role interprets and translates regulatory and religious certification requirements into practical business direction, represents Open Country in external industry forums and supports proactive regulatory risk management across the business. |

| Regulatory Affairs and Industry Engagement                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                            |
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| Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Success is demonstrated when:                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Lead interpretation of MPI, importing country, industry and religious certification requirements.</li> <li>Represent Open Country in MPI forums, industry working groups and engagement initiatives, including DPSAC, DCANZ, market access forums, Biosecurity Business Pledge and IDF where applicable.</li> <li>Monitor regulatory change and assess business impact.</li> <li>Prepare or contribute to submissions, position papers and regulatory responses.</li> </ul> | <ul style="list-style-type: none"> <li>Open Country is represented professionally and effectively in relevant forums.</li> <li>Regulatory changes are identified early and translated into clear business actions.</li> <li>Advice is practical, risk-based and aligned with business strategy.</li> </ul> |
| Regulatory Compliance Frameworks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                            |
| Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Success is demonstrated when:                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Lead review, development and governance of regulatory policies, procedures and systems.</li> <li>Provide authoritative guidance on compliance requirements across products and export markets.</li> <li>Act as an escalation point for complex regulatory questions or non-conformances.</li> <li>Support critical event responses and coordinate information flows between Open Country and government agencies as required.</li> </ul>                                    | <ul style="list-style-type: none"> <li>Compliance frameworks remain current, audit-ready and fit for purpose.</li> <li>Complex issues are assessed promptly and escalated appropriately.</li> <li>Business teams understand regulatory requirements and required actions.</li> </ul>                       |
| Validation and Infant Grade Compliance                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                            |
| Key Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Success is demonstrated when:                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Own the development and maintenance of validation frameworks for infant grade and relevant non-infant grade products.</li> </ul>                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Validation protocols are robust, current and audit-ready.</li> </ul>                                                                                                                                                                                                |

Incumbent: [if known or delete]

Employee's initials: \_\_\_\_\_

Authorised by [role]: [date]

Employer's initials: \_\_\_\_\_

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| <ul style="list-style-type: none"> <li>Oversee validation study design, development, execution and approval.</li> <li>Ensure validation protocols and evidence meet MPI and international regulatory expectations.</li> <li>Embed validation principles into standard Open Country practice.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Validation decisions are defensible and aligned with regulatory expectations.</li> <li>Sites and technical teams receive clear guidance on validation requirements.</li> </ul>                                                                             |
| <b>Traceability and Certification Systems</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                   |
| <b>Key Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Success is demonstrated when:</b>                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Provide senior oversight and operational management of Trade Certification, Basis and related traceability systems.</li> <li>Ensure governance, access controls and system integrity support compliant transactions.</li> <li>Oversee traceability performance including mock recalls and system effectiveness.</li> <li>Drive improvements to traceability and certification systems in line with regulatory and operational needs.</li> </ul>                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Traceability and certification systems are reliable, controlled and audit defensible.</li> <li>System risks are identified and addressed early.</li> <li>Training and guidance supports consistent use across the business.</li> </ul>                     |
| <b>Export Certification and Trade Systems Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                   |
| <b>Key Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Success is demonstrated when:</b>                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Manage and administer AP ECert, Basis and related trade certification systems.</li> <li>Maintain system access and user support.</li> <li>Submit and oversee Free Sale Certificates and Product Registration Certificates.</li> <li>Provide support to sites on product release and market eligibility matters.</li> <li>Troubleshoot certification and traceability issues.</li> </ul>                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Certification transactions completed accurately and on time.</li> <li>Product eligibility issues resolved promptly.</li> <li>System users receive appropriate support and training.</li> </ul>                                                             |
| <b>Specialty and Export Certification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                   |
| <b>Key Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Success is demonstrated when:</b>                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Lead governance of Halal, Kosher, Quota, Grass-Fed and other specialty certification programmes.</li> <li>Administer and maintain specialty certification programmes.</li> <li>Coordinate certification audits and external certification body requirements.</li> <li>Maintain specialty certification records and supporting documentation. Oversee Free Sale Certificates, product registration certificates and specialty export documentation compliance.</li> <li>Maintain relationships with certification bodies and regulatory authorities.</li> <li>Identify and mitigate risks relating to export eligibility and certification status.</li> </ul> | <ul style="list-style-type: none"> <li>Certification programmes remain current, credible and aligned with market requirements.</li> <li>Export certification risks are identified and managed.</li> <li>Certification and registration processes are completed accurately and on time.</li> </ul> |
| <b>Health, Safety and Risk</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                   |
| <b>Key Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Success is demonstrated when:</b>                                                                                                                                                                                                                                                              |

Incumbent: [if known or delete]

Employee's initials: \_\_\_\_\_

Authorised by [role]: [date]

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| <ul style="list-style-type: none"> <li>Follow and promote Open Country health, safety and risk requirements.</li> <li>Identify and escalate regulatory, compliance, safety or reputational risks.</li> <li>Support a positive and safe work environment.</li> </ul> | <ul style="list-style-type: none"> <li>Work is completed safely and in line with company requirements.</li> <li>Risks are identified, assessed and escalated in a timely way.</li> </ul> |
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### Decision Making Authority

The job holder is expected to make senior technical and risk-based decisions within delegated authority on regulatory interpretation, compliance frameworks, validation, certification and traceability. The job holder must consult with, or seek approval from, the Group Compliance Manager or relevant senior leader where matters may have significant financial, legal, regulatory, customer, safety or reputational impact, or where decisions fall outside delegated authority.

#### Effective decision making is demonstrated when

- Regulatory advice is evidence-based, practical and consistently applied.
- Complex regulatory issues are escalated with clear options and recommendations.
- External representation protects Open Country's interests and supports informed business decisions.
- Validation and certification decisions are defensible and audit-ready.

*Formal financial and contractual delegations are set out separately and apply as amended from time to time.*

### Working Relationships

| Internal                                                                                                                                                                                                                                                                                                                                                            | External                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Group Compliance Manager</li> <li>Group Quality Manager</li> <li>Site Quality and Compliance Managers</li> <li>Site Quality and Technical teams</li> <li>Sales and Market Managers</li> <li>Supply Chain and Logistics</li> <li>Customer Support Team</li> <li>NPD/R&amp;D</li> <li>Senior leadership as required</li> </ul> | <ul style="list-style-type: none"> <li>MPI and other government agencies</li> <li>DPSAC, DCANZ and industry working groups</li> <li>Certification bodies including Halal, Kosher and other specialty schemes</li> <li>External laboratories and technical advisors as required</li> </ul> |
| <b>Effective working relationships are demonstrated when:</b> <ul style="list-style-type: none"> <li>Communication is clear, timely and constructive.</li> <li>Issues are addressed collaboratively and escalated at the appropriate level.</li> <li>Stakeholders have confidence in the professionalism, accuracy and reliability of advice.</li> </ul>            |                                                                                                                                                                                                                                                                                           |

### Qualifications, experience and competencies

|                                         | Essential                                                                                                                                                                                                                                                                 | Desirable                                                                                                                                                                                                                                        |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education &amp; Qualifications</b>   | <ul style="list-style-type: none"> <li>Relevant tertiary qualification or equivalent senior experience in dairy, food technology, regulatory affairs, quality or compliance.</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>Postgraduate or specialist regulatory, food safety, dairy technology or auditing qualification.</li> </ul>                                                                                                |
| <b>Knowledge, Skills and Experience</b> | <ul style="list-style-type: none"> <li>7-10 years experience in food, dairy, infant formula, export regulatory or compliance environments.</li> <li>Demonstrated experience interpreting regulatory requirements and translating them into business processes.</li> </ul> | <ul style="list-style-type: none"> <li>Experience with Navision or similar ERP systems.</li> <li>Experience in infant formula validation protocols.</li> <li>Experience preparing industry submissions or regulatory position papers.</li> </ul> |

Incumbent: [if known or delete]

Employee's initials: \_\_\_\_\_

Authorised by [role]: [date]

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| Qualifications, experience and competencies |                                                                                                                                                                                                                                                                                                                                                                        |           |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|                                             | Essential                                                                                                                                                                                                                                                                                                                                                              | Desirable |
|                                             | <ul style="list-style-type: none"> <li>• Experience representing an organisation with regulators, certification agencies or industry bodies.</li> <li>• Strong knowledge of MPI systems, export certification, traceability and validation expectations.</li> <li>• Strong written communication, judgement, influencing and stakeholder management skills.</li> </ul> |           |
| <b>Personal Qualities</b>                   | <ul style="list-style-type: none"> <li>• Confident and credible communicator.</li> <li>• Strong judgement in complex or ambiguous situations.</li> <li>• Analytical, practical and solutions-focused.</li> <li>• Able to influence without direct authority.</li> <li>• Maintains high standards of accuracy and professional integrity.</li> </ul>                    |           |

### Changes to Position Description

This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

### Acknowledged / Accepted:

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_