



Quality & Food Safety Policy

May 2024

This policy sets out the Quality & Food Safety guiding principles for Perfetti Van Melle's management and employees, contractors and suppliers.

1. Introduction & Scope

At Perfetti Van Melle, we are committed to ensuring the highest quality and food safety standards for all our products. It is key to meeting the high expectations of our customers and consumers, and to ensuring the success of our business.

That is why the responsibility for quality and food safety lies with every Perfetti Van Melle employee, demonstrated through the way we do our work, engage with our stakeholders and champion a culture of quality and food safety.

Quality and food safety standards also impact the reputation of our brands and consumer confidence as they expect the highest quality from the products we deliver.



2. Governance

To maintain these high standards, we are continuously looking for ways to develop and improve quality and food safety systems, standards and practices, which are evaluated through internal and external audits. These systems comply with ISO 9001 and FSSC 22000 standards, along with Perfetti Van Melle's specific system requirements and standards, across all operations where applicable.

We validate the effectiveness of our quality and food safety management systems and identify areas of improvement through external audit processes recognized by international standards organizations, such as GFSI, and internal Perfetti Van Melle audits.

3. Quality & Food Safety Policy

The following quality and food safety principles are the foundation of our company's commitment to quality and food safety:

- We develop, manufacture and market products that meet the highest quality and food safety standards.
- We meet all statutory and regulatory requirements for quality and food safety, including those agreed upon with our customers.
- We apply a risk assessment methodology, aligned with our operational context, to achieve and continuously improve our quality and food safety management systems.
- We build quality and food safety capabilities, mindset, and culture through structured programs and trainings that develop employees' competencies and technical skills, increase awareness, manage risks, and drive higher levels of excellence across the organization.
- We encourage employees to speak up if they notice any deviations from our quality and food safety standards. Such reports are carefully reviewed, and appropriate remedial measures are implemented.
- We set annual, measurable quality and food safety objectives for relevant operations and at group level to ensure continuous improvement and compliance with all standards.
- We ensure that our raw materials and packaging materials are sourced from reliable and certified suppliers. We monitor the materials and services they supply through audits and incoming goods inspections.
- We communicate quality and food safety requirements to relevant parties by establishing specifications for ingredients and packaging materials, product storage and distribution.
- We communicate quality and food safety aspects, strategies, and progress to our employees and relevant stakeholders who are impacted by or affect Perfetti Van Melle's quality and food safety management systems.
- We have a comprehensive system in place to monitor and track complaints, along with extensive procedures to address food-related questions, issues, or concerns.
- We continuously review quality and food safety policies, standards, and procedures to stay up to date with changes in products, processes and technologies.