



## Prodalim Quality Policy

Prodalim's Management has implemented a Quality Management System according to the ISO 9001:2015 standards. The organization is obligated to meet all legislative requirements of the trade and the products as well as customer requirements.

The organization will ensure the implementation of continuous improvement and will promote its Quality Management System based on the following principles:

- Determine quality and food safety goals and measures and monitor the organization's performance
- Comply with all relevant legal requirements and maintain high quality and food safety product standards
- Fulfill customer requirements to promote high business relationships
- Involve employees in improving processes and maintaining the Quality Management System
- Perform periodic reviews of the Quality Management System to verify continuing suitability and effectiveness in achieving our objectives and their implementation at all levels
- Implement a risk-based Food Safety Management System in our manufacturing/blending sites, independently audited and certified according to internationally recognized standards
- Communicate the Quality policy within the organization and to parties of interest

## Prodalim Guidelines



### Accountability, Reliability and Integrity

We are committed to these attributes, which guarantee our success and our growth, and strengthen our business relationships.



### Quality

Our goal is to continually strive to supply our customers with safe and high-quality products. We are committed to meeting customers' expectations and adapting to the various requirements. We implement and maintain Quality and food safety certificates, are members in Sustainable initiatives and we commit to high standards of professionalism within the company and across the supply chain.



### Service

We consider our customers and our suppliers to be our partners. As such, they deserve the highest, most efficient, professional service with a personal touch approach. Our team is constantly striving to improve our serviceability level in and out.



### Sustainability

We are committed to building and maintaining a sustainability strategy, which focuses on 4 pillars: Environment, Social, Governance and Innovation. Our sustainability strategy is designed to align with global environmental and social commitments, to achieve sustainability targets, along the supply chain, working with our stakeholders to adopt standards which reflect these values.