



## **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 implementation of continuous improvement and will promote its Quality Management System based on the following principles:

- Determine quality and food safety objectives, goals and measures and monitor the organization's performance in compliance with them
- 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 in order to verify continuing suitability and effectiveness in achieving the Management 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 (GFSI approved schemes)
- 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 meet customers' expectations and adapt 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 attitude. Our team is constantly striving to improve our serviceability level in and out.

### **Sustainability**

We are committed to build and maintain a sustainability strategy, which focuses on 4 pillars: Environment, Social, Governance and Innovation. We constantly promote the implementation and improvement of sustainability and social values along the supply chain, working with our suppliers to adopt standards which reflect these values.