

# At Lactalis, Quality and Food Safety is a total and absolute priority

Our mission is “**To offer each and every day healthy and tasty products that bring people together.**”

Our commitment is to aim for excellence without ever compromising on the safety, compliance and quality of our products and services.

To fulfil this promise, we must ensure we have robust processes which are respected by each and every one, across the full value chain.

This is an essential contribution to our objective of profitable and responsible growth.



Our Group Quality policy is based on 4 strategic pillars:

- 1 Ensure **food safety & compliance** to current regulations and standards.
- 2 Deliver **superiority** and contribute to external and internal growth. Provide healthy and tasty products to our consumers. Design and improve our products to always meet consumers' expectations in terms of taste and nutritional benefits, as well as respect for the environment.
- 3 Drive **efficiency** and aim for **excellence**. Deploy performance processes and continuous improvement across all of our operations to offer the best quality at the best cost to our consumers.
- 4 **Encourage everyone** (our employees and our partners) **to strengthen their expertise and leadership**, be responsible, work as a team and collaborate to achieve our food safety and quality objectives.

Every one of us, never mind our position, no matter where we work, has a duty to deliver our promise to our consumers. We will do this through our passion, expertise and leadership.

E. Besnier

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Our mission is **“To offer each and every day, healthy and tasty products that bring people together.”**

“Act for Quality, *because we care*” is our Quality and Food Safety policy designed by a team of Quality Directors from different origins, countries and involved in different product categories. We defined a clear ambition : At Lactalis, Quality and Food Safety is a total and absolute priority. Quality is a shared mindset for all of us and at all times. It is recognized by everyone : consumers, customers, employees, and key partners (suppliers, authorities...).

Our Group Quality policy is based on 4 strategic pillars:

- 1** We ensure **food safety & compliance** to current regulations and standards. Every day, we develop, produce, and deliver products that comply with the current international and local regulations and standards. We define robust standards, which follow scientific progress and regulatory changes. We implement food safety management systems, across all of our factories, that meet worldwide recognised GFSI standards.

On a regular basis, we carry out internal audits of our sites as well as being audited by independent third parties. We have developed relevant risk anticipation and management programs, as well as effective management of internal and external laboratories. We work closely with our suppliers and partners to reach this objective.
- 2** We deliver **superiority** and contribute to external and internal growth. Provide healthy and tasty products to our consumers. Design and improve our products to always meet consumers’ expectations in terms of taste and nutritional benefits, as well as respect for the environment.

We listen closely to our customers and consumers to innovate and improve our products. We rigorously test our products before putting them on the market, to guarantee their superiority compared to our competitors’. We regularly measure organoleptic quality on our pillar and competitor products through consumer tests, expert panels and internal panels, using trained and qualified tasters.
- 3** We drive **efficiency** and aim for **excellence**. Deploy performance processes and continuous improvement, across all of our operations, to offer the best quality at the best cost to our consumers.

We carry out many quality controls and tastings on our products: from receipt of our raw materials to delivery to stores. Through real-time quality measurements, results, objectives and internal audit reviews, we are committed to detecting deviations, eliminating defects and consistently providing compliant, high-quality products. We work to constantly improve our standards, our best practices, and our management systems.
- 4** We **encourage everyone** (our employees and our partners) **to strengthen their expertise and leadership**, be responsible, work as a team and collaborate to achieve our food safety and quality objectives.

Food safety and quality are built through the application of our standards as well as the behaviours and mindsets of all of our employees, at all times, everywhere. We develop and strengthen the culture of quality and food safety: by ensuring the awareness and education of our employees and strategic partners, by providing the correct resources to succeed, by communicating openly and clearly, and by ensuring we have committed Directors and Managers.