

<b>VA</b>	Procedure / process instruction <b>Quality policy</b>	
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## 1 GOAL AND PURPOSE

This document describes the quality policy supreme goals and guiding principles of the company Leguna N ahrungsmittel GmbH. Through the involvement of stakeholders, it is intended to ensure our efforts to offer our customers natural & safe dried milk products at a fair price / performance ratio.


## 2 TERMS

Not occupied

## 3 PROCEDURE DESCRIPTION

See page 2

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At:	04.05.2021	04.05.2021
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## Quality policy

Leguna N ahrungsmittel GmbH, as one of the Austrian market leaders in rolled milk powder products, is committed to complying with all applicable standards and laws as well as to implementing and maintaining a quality management system in order to ensure and continuously improve quality in all areas. In this respect, the principles of strategic management are fixed components of the corporate philosophy, which are supplemented by the definition and evaluation of quality objectives.

The company policy, the quality management manual and all related documents, especially the HACCP concept, are binding for all employees.

We are aware that the success of a company is a reflection of the professionalism, behavior and sense of responsibility of management and employees. All employees recognize and treat customers as the focus of the company's efforts. In the spirit of holistic corporate management, the requirements of the Business Social Compliance Initiative are an essential component for us.

The documented QM-system corresponds to our quality standard and is the basis for the permanent improvement of all organizational areas and products, improving our procedures and specifications, especially in the fulfillment of product requirements in terms of product safety, product quality, product legality.

### **Employees**

Motivated and well-trained employees determine the quality and safety of our products, therefore we attach great importance to their training and further education.

All employees are required to actively contribute to quality management and continuous improvement and to take responsibility for their area.

It is important to us that all employees are treated with respect and dignity.

### **Customers**

We achieve market share and satisfied customers by building on our strengths of fast response times, on-time delivery, availability and high product quality.

These strengths open up new areas of business for us and enable us to react quickly to changing customer requirements and other market developments.

We are committed to providing our customers with legal, natural and safe products.

All quality assurance measures and procedures are based on the requirements of our customers and are implemented according to aspects of economic efficiency and simultaneous benefit and the goal of the greatest customer satisfaction.

### **Environment and Surroundings**


Conscious of the environment and the conservation of natural resources, we strive to reduce the amount of wastewater in the production area and the pollution of the wastewater that occurs through the selection and responsible use of appropriate cleaning agents, to separate and dispose of all waste that is generated. We also strive to reduce emissions as far as possible and to optimize the logistics of transport vehicles as much as possible and to use energy wisely.

### **Suppliers:**

Our ambition is to enter into a long-term partnership with our suppliers. The basis for this partnership is delivery reliability, quality, focus on food safety and fair price.

### **Interested Parties:**

We always strive to maintain open communication with all interested parties such as residents, authorities, etc.

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**Owners' interests:**

We always strive to protect the interests of the owners. The profitability of the company is in the foreground and is the basis for the further development of the company through strategy and performance.

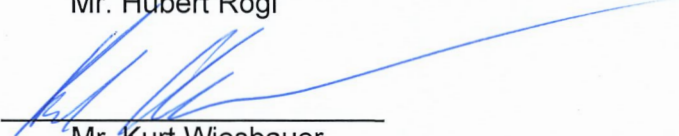
**Guiding principles of the quality policy of Leguna Nähmittel GmbH**

- High quality and safe foodstuffs are equal-ranking company goals along with the preservation of the company through economic behaviour in the market.
- The customer is put as the centre of efforts by all employees. This becomes visible by fast reaction times, compliance with all agreements and provision of flawless as well as safe products.
- With our integrated management system, we ensure that important potential for improvement is identified in all areas and fed into the continuous improvement process.
- At regular intervals (at least once a year), we conduct evaluations of our management system and review our work to ensure that we are achieving the goals we have set ourselves.
- We promote the motivation of our employees through regular training and further education in all areas and through internal and external exchange on important issues. Especially, in the areas of innovation & food safety.
- Our employees are the pillar of our performance, their health and safety have the highest priority.
- With our customers, suppliers and partners, we maintain a professional exchange on all current quality-related and product safety issues and the goal of continuous improvement.
- In order to ensure the quality and safety of our products, we always base the planning and realization of our services at least on the current state of the art.
- Saving energy and conserving resources are important components of our daily behaviour.

Mauerkirchen, 4 May 2021

  
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Mauerkirchen, 4 May 2021

  
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**4 APPLICABLE DOCUMENTS AND RECORDS**

Not documented

**5 EXPLANATORY NOTES**

Not documented