



**The Quality Policy  
of Herbstreith & Fox Corporate Group**

## THE QUALITY POLICY of H&F Corporate Group

To us quality means meeting the expectations and demands of our customers, our employees, our suppliers, and our society on our company. These demands have to be appropriate and they should be in harmony with the legal framework conditions as well as with the ethical norms of our society.

The Herbstreith & Fox Pektin-Fabriken are two of the largest pectin producers and, due to the connection with Herbafood Ingredients GmbH, are also present in the field of dietary fibres, pectin containing sweetening and colouring ingredients for food stuff and further food additives.

Also in the field of animal food the H&F Corporate Group is competently and reliably represented by *agro FOOD SOLUTION GMBH*.

Our general business policy is mainly determined by the quality policy and is shown in an open and fair relationship with our partners.

It is our aim to develop, to produce and to sell the quality of products and services requested by our customers from an economical point of view. Therefore it is our task to recognize their needs and expectations so that we shall be able to fulfil them quickly and efficiently.

The following principles explain the Quality Policy of Herbstreith & Fox Corporate Group:

### Product quality

In order that the quality of our products meets the changing demands of the market, we create the necessary framework conditions, i.e.:

- The production processes are continuously checked in order to maintain the latest technical standard to increase the product quality and safety and to guarantee all national and international norms and regulations / laws.
- We work according to ethical principles and we do not use any procedures or measures which may affect the safety of our products for the customer.
- The product innovation of our research and development laboratory is influenced by the market, which means that our customers have the opportunity to select from the latest products.

**Quality of technical service (customer orientation / customer satisfaction)**

- Our technical service is organized to work customer and problem oriented. The aim of our technical service is to be at our customers' disposal for supporting him in case of food technological problems in the fields we deal with and to develop and improve their products together with them.
  - Our customer service is characterized by intensive technical advice at site and in our laboratories during all stages of a product development.
  - We give recipe recommendations and offer tailor-made pectins developed closely with our customers.
  - Our technical service staff is quickly available if customers should have any problems.
  - We do not only deliver different products, we also offer an extensive technical service.
- Constant updating of the technical facilities as well as introduction and use of modern production procedures lead to a continuous improvement of environmental protection.
  - We use renewable and environmental friendly energy resources for the electric and thermal generation.
  - Emissions are kept as low as possible.
  - We steadily and consequently work on the reduction of CO<sub>2</sub> emissions of our sites.
  - All packaging material is recyclable.

The realization of these targets means additional personnel and financial input. Yet, we think this input is necessary and justified to ensure an environmental friendly and human oriented production.

**Quality of environment**

When we offer quality to our customers this also means a responsible dealing with our environment.

- The centre of all our efforts and services is the responsible action towards mankind and nature.
  - The working places are created according to ergonomic aspects.
- Quality is our joint course**
- Each department in our company is responsible for the compliance with the established quality requirements. Each single department actively contributes to ensure that our customers receive the quality they expect. This requires an intensive knowledge of our products by all employees concerned.
  - The quality policy, the binding standards and the established working methods to be carried out are documented in our quality management system; they apply throughout our company.
  - We expect that our suppliers, i.e. raw mate-

rial suppliers, suppliers of packaging material as well as suppliers for our adjuvants and additives, share our responsibility for quality. They, too, must have a sufficient quality management system to always satisfy our demands.

- Our quality efforts are jointly supported by all departments of the corporate group as well as by our trading partners.
- Our representatives are integrated in our QM system.

#### **Quality is produced by our employees**

- The production of quality requires adequate production facilities, procedures and working conditions, but also interested and engaged employees. Each single employee gives his best to offer the requested and required products and services.
- Training and team spirit are the decisive factors for successfully meeting high quality demands. By continuous training we make sure that each employee knows his tasks and that he has the necessary capabilities to fulfil them. Teamwork gives us the opportunity to combine individual capabilities and know-how and to obtain optimum results.
- We motivate our employees by being a living example in quality, by setting the employees demanding targets, by delegating responsi-

bility, and by acknowledging good work.

The active integration of our employees in forming and checking the quality targets makes a straight forward and quick business transaction possible to achieve the guidelines.

- Quality must be a habit to all employees of the company.

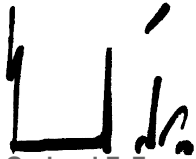
#### **Quality is action**

- Quality is the result of conscious acting. The management fixes quality targets and provides the necessary material to obtain these. We will achieve the set quality targets through joint quality conscious action.
- We assess our success by being sensitive towards the requests of our customers and by measuring our work in comparison to the market. Defects and mistakes will be evaluated and corrected. By conscious and attentive actions we recognize and prevent problems.
- The daily self-critical observation of our actions offers us the opportunity to recognize possibilities for improvement on a large and small scale. The integration of these improvements into the quality targets makes the continuous improvement of all our products and performances possible.

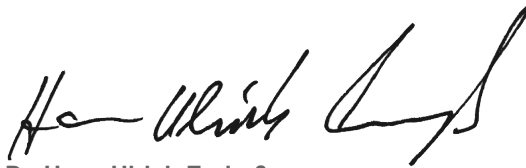
Quality has top priority at Herbstreith & Fox

Corporate Group. Let us act each day accordingly.

Neuenbürg, 13.07.09



Gerhard F. Fox  
(Chairman)



Dr. Hans-Ulrich Endreß  
(Manager Research and Development  
Quality Manager)