

# Quality, Food and Feed Safety Policy & Energy Policy

Corporate Responsibility of the H&F Group



Inspired by nature.

## Quality-/Food- and Feed Safety Policy of the H&F Group

For us, the quality and safety of our products is about meeting requirements and expectations of our customers, employees, suppliers and the community. These requirements must be reasonable and in compliance with the legal framework conditions, demands of authorities, as well as ethical standards of our society. Taking social, ecological and economic responsibility is an important part of our corporate policy.

As a specialist in plant-based ingredients, the H&F Group has its core competence in the production of high-quality pectin types. Our sites **Herbstreith & Fox GmbH & Co. KG** in Neuenbürg, **Herbstreith & Fox GmbH** in Werder (Havel), **Herbstreith & Fox Jasło Sp. z o.o.** in Jasło (Poland) and **APECX SWISS AG** in Bischofszell (Switzerland) are among the most important pectin manufacturers worldwide. Furthermore, **Herbafood Ingredients GmbH** in Werder (Havel) has a market presence in the field of dietary fibers, pectin-containing, sweetening, flavouring and colouring ingredients for food, as well as food additives. The H&F Group is also a competent and reliable player in the animal foods market, represented by **agro Food Solution GmbH** in Werder (Havel).

**Riske Ingredients GmbH** in Saarlouis is active in the market of compounds and ingredients for the meat and sausage industry.

Our general business policy is essentially characterized by the quality-/food- and feed safety policy and is expressed in our open and fair cooperation and joint dialogue with partners.

It is our ambition to develop, produce and sell the quality of products and services required by the customer and the market under economic aspects. Therefore, it is our task to recognize their needs and expectations in order to be able to fulfill them quickly and effectively.

The H&F quality/food and feed policy is summarized in the following principles:

### Product Quality

To ensure that the quality and thus the safety of our products comply with underlying standards and the changing requirements of the market and consumers, we create the necessary framework, i. e.:

- The manufacturing processes are continuously reviewed to ensure that they are state-of-the-art in order to improve product quality, product safety and hygiene and to guarantee compliance with all national and international standards, laws, official requirements and customer standards.
- In order to ensure reliably constant product quality, our products are subject to an approval process in which defined quality parameters are checked.
- We work according to ethical principles and do not apply any procedures or measures that affect the safety of our products for the consumer.
- We commit ourselves to comply with the requirements of the FSSC 22000 standard for the management system for food safety and to continuously improve our management system. The FSSC 22000 standard is recognized worldwide by the Global Food Safety Initiative (GFSI).
- We respect religious dietary rules. Therefore, we pay attention to compliance with the requirements of Halal and Kosher when manufacturing our products. This is regularly confirmed by certification of our products.
- Compliance with requirements of the QS system for meat and meat products in the feed industry shows that our company contributes to ensuring quality assurance across the supply-chain.
- Product innovation of our research and development laboratory and our application technical services thrives on our own innovative strength and market proximity. This gives our customers the opportunity to have access to the latest developments.

### Application Technical Services (customer orientation/customer satisfaction)

- Our application technical service is customer- and project-oriented. The aim of our application technical customer service is to always be available to customers and to solve their food and feed technology problems in the sectors in which we are active and to develop and continuously improve customers' own products in coordination with them.

- Our customer service is characterized by intensive application technical advice on site and in our laboratories, in all phases of product development.
- We provide recipe suggestions and tailor-made products and recommendations in close coordination with our customers.
- For customer queries, our application technicians are quickly available.
- We not only supply products, we also provide comprehensive technical services, which we regard to be part of a complete solution.
- The quality, food and feed safety policy is communicated to our employees at all levels of the organisation. Quality and product safety programs are documented in our quality management system and are applied and supported by all departments of the company.
- We expect our suppliers, such as raw material producers, suppliers of packaging material as well as suppliers of our auxiliary materials and additives, to support our commitment to quality and product safety. They must also maintain an appropriate quality management system, in order to ensure that the requirements we share with them are always guaranteed.

### Environment

While we provide our customers with quality and product safety, this also includes environmental responsibility.

- We actively fight against food waste by continuously working on processes that enable waste reduction, overproduction and circular economy. Through strict quality controls, efficient warehousing and collaboration with suppliers and customers, we strive to minimize food loss.
- The centre of all our efforts and services is to act responsibly towards people and nature.
- By continually updating technical equipment as well as the introduction and use of modern processes lead to a continuous improvement of environmental protection.
- We use renewable and environmentally friendly energy sources for our electricity and heating. We also pay attention to an economical and careful use of resources.
- Emissions are kept as low as possible.
- We are continuously and consistently working to reduce CO<sub>2</sub> emissions of our factories.
- All packaging materials are recyclable.

Achieving these objectives will require additional human and financial resources. However, we consider this commitment to be necessary and appropriate for environmentally and generationally fair production.

### Quality and Product Safety – our joint course

- All departments in our company are responsible for compliance with defined requirements for quality and safety. Each department makes a decisive contribution to ensure that customers receive safe products in the agreed quality. This requires a detailed knowledge of our products by all employees involved.

### Quality and Product Safety is generated by employees

- The creation of quality and product safety requires appropriate production facilities, processes and working conditions, as well as interested and committed employees. Every single employee does his best to provide products and services that meet the requirements.
- Training and team spirit are crucial for the successful implementation of high requirements. Through ongoing training, we ensure that employees understand their tasks and have the skills required to carry them out, in particular with regards to food safety. Teamwork allows us to combine individual skills and knowledge and achieve optimal results.
- We motivate our employees by demonstrating our commitment to quality and product safety through managers, by setting challenging marks for employees, by delegating responsibility and by giving regular feedback on performance. We deal with each other openly and talk about problems, even across departments. Our employees are encouraged to report any incident which deviates from normal standards to their superiors without fear of disadvantages. We support an open error culture. Active employee participation in concretion and reviewing of targets allows direct and prompt action to meet our requirements.
- The quality and safety of our products must be essential for all employees of the company.

### Quality, Food and Feed Safety is action

- Quality, food and feed safety are the results of conscious action. Multidisciplinary HACCP, Food Fraud and Food Defense teams have been implemented and cover all aspects and requirements of the FSSC 22000 and QS standards.
- The teams are given clear objectives and strategies from top management and implement them in the existing management system for food and feed safety. This comes along with the necessary provision of resources. Through joint quality and safety-conscious actions, accompanied by quality controls on our products, we achieve our targets.
- The top management and all employees are committed to the safe production and distribution of food. An appropriate food safety and quality culture has been established, is maintained and integrated in our quality management system.
- We assess our success by being sensitive to the requirements of our customers and by measuring our performance against the market. Defects and errors are regularly evaluated and corrected. Through conscious and attentive action, we recognise and prevent issues.
- A daily self-critical review of our action allows us to identify possibilities of improvement on a large and small scale. By including these improvements in our quality objectives, we are able to continuously improve all of our products and services.
- We follow the process-orientated approach. This enables us to plan and control processes and their interactions. Risk-based thinking allows us to determine the factors affecting these processes. This provides the opportunity to take preventative measures.

### Ethical Responsibility and Personnel Responsibility

As an international company, we are obliged to act in an ethically responsible manner throughout the entire supply chain and we demand the same of our business partners.

- The main priority for our daily activity is to uphold all valid legal regulations, norms and industrial minimum standards, such as the fundamental principles of the International Labour Organisation (ILO) and the UN Declaration on Human Rights. For us, this includes, among other things:

- The rejection of all forms of forced labor, inhuman employment relationships and working conditions as well as child labor.
- Observance and support of internationally recognized human rights.
- No discrimination against people based on age, gender, marital status, their origin, skin color and religion, or any disability.
- All production sites of the H&F Group are located in Switzerland and the EU.
- We select our suppliers and service providers carefully and maintain close contact with them. In doing so, we are aware of our social obligation and check that they produce in accordance with applicable regulations.
- When organizing operational processes, the focus is not only on product quality, but also on the safety and health protection of employees. In order to live up to our personnel responsibility, we identify hazards that may arise from the activities carried out by our employees and systematically improve occupational safety. The minimization of risks for our employees, plants and products is firmly linked to all other corporate goals.
- In-house, voluntary sports programs help maintain health.

**Quality, Food and Feed Safety is the top priority of the H&F Group. Let us act accordingly every day.**

### Energy Policy

H&F Group is a corporate group in the food industry with process technology that has a high demand of electric and thermal energy, resulting in corresponding emissions and consumption of resources. Therefore, we bear an overall social responsibility for our production. A responsible use of energy is a valuable asset within H&F Group. Through the efficient use of energy, we contribute to the protection of resources, realising an economic and optimised production process. Therefore, we give high priority to operational energy management.

### Energy Saving and Energy Efficiency

H&F Group defines the improvement of energy-related performance as a long-term corporate goal, with a focus on increasing energy efficiency. The resulting energy objectives and targets for improving our management system are substantiated, assessed and realigned annually by management. The achievement of our energy objectives is to be ensured through measures in all areas relating to energy, in particular the optimisation of our production facilities, generation of electricity and heat and accompanying administrative processes. Our processes and activities are continuously reviewed, evaluated and improved with regards to energy efficiency and energy saving opportunities. Energy efficiency and the improvement of energy-related performance are our decision criteria in the procurement and design of machinery and equipment as well as the purchase of services.

We motivate our employees to behave in an energy-saving manner at their workplace. This includes communicating all measures discussed or implemented in the company relating to energy efficiency and energy saving.

### Continuous Improvement

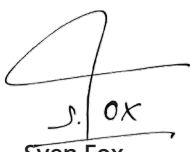
The company energy management aims to ensure continuous improvement of our energy-related performance. For us, this means a commitment to sustainable and continuous improvement, in order to position ourselves permanently as an energy-efficient producer. Corresponding to that we face new tasks every year that require personnel and material resources and that we need to keep. We guarantee availability of required and energy-related information for energy management. Compliance with applicable legal requirements is the basis of our business activities. This also applies to other obligations we have to third parties with regards to energy-related performance.

Our energy management system is regularly reviewed, evaluated and, where necessary, improved. Company management and all employees are committed to this energy policy.

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