



QUALITY AND FOOD SAFETY POLICY

Our policy is to give satisfaction regarding the needs and expectations of all our clients, by supplying them with safe products of high quality, measuring how they perceive our company and making improvements as required.

We base our company on the fundamental principles of:

- ◆ **Constant innovation of our products and services.**
- ◆ **Management of risks and opportunities related to the context of our organization.**
- ◆ **Provision of necessary resources to meet the established objectives.**
- ◆ **Commitment to meet new market needs and to expand the productive capacity. In particular, Ordesa is committed to offer Halal guaranteed products for the Muslim community and certified organic products.**
- ◆ **For the production of Halal products, commitment to ensure that all procured and used raw materials are Halal and the production systems are clean and free from non-Halal and filthy ingredients.**
- ◆ **Ensuring all finished products made for the Indonesian market are certified Halal by LPPOM MUI.**
- ◆ **Searching for the best suppliers regarding guaranteed quality and innovative products.**
- ◆ **Implementation of the measures and conditions necessary to control the risks and of guaranteeing that our foods are safe.**
- ◆ **Implementation of the food defense programme to identify and restrain effectively the threats or acts of intentional contamination on our productive site in Sant Boi.**
- ◆ **Strict compliance with legal and regulatory requirements.**
- ◆ **Constant study and improvement of non-quality costs.**
- ◆ **Training of new personnel. Similarly we feel staff continuous training will influence the quality of our products and services.**
- ◆ **Committed with internal and external clients attention.**
- ◆ **Communication of this policy to whole Ordesa group, and, as far as possible, to our international distributors.**

Ordesa, as now involved with the society, assumes the economic, social and environmental reality on their business operations and relations with partners. So the decisions are also taken in base of principles and values, with effects in different environments (economic, social, environmental, social cooperation) fostering long-term relationships (sustainability) in mutual benefit in such environments, to create value and competitiveness.

For these reasons, our company has and wishes to maintain its quality and food safety system according to the ISO 9001:2015, ISO 22000:2005, and IFS international standards, and additional Standards as those related to Halal food and organic production, the achievement of which is a further stimulus to keep on working towards continuous improvement.