



Upfield Product Quality Policy

Overview

Our purpose is to make people healthier and happier with great tasting, all-natural plant-based nutrition products that are good for the planet. Our commitment to quality underscores everything we do and advances our goal of being a company and brand that consumers trust. The consumer drives our business, and we work tirelessly to ensure that we are listening to, meeting and exceeding their expectations. Product quality and product safety are fundamental building blocks of consumer trust. We are committed to continually delighting our consumers with great-tasting products and brands that are healthier and responsibly produced.

Our commitment to quality is implemented through a comprehensive lens. We activate high standards in all aspects of product quality and safety, which includes product design, formulation, sourcing of raw materials, primary/secondary/tertiary packaging, manufacturing, storage, transport, display, marketing, communication, sales and disposal of Upfield products – at Upfield or third-party facilities.

Product safety

Upfield creates and distributes high quality products that justify our consumers' trust in us. We work with our associates in every market to meet or exceed our consumers' expectations on quality through our Quality Management System. In the system processes, procedures and responsibilities are formalized to ensure that quality is protected and continuously improved at every stage from product design, at production, to the point of sale.

For example;

- We design safety into our products and processes at the earliest stage, during product development.
- We use HACCP and GFSI-benchmarked food safety standards that are independently verified.
- We use internationally recognized testing methods (such as ISO and AOAC).
- All of Upfield's manufacturing operations are FSSC22000 certified.
- We work with independent food scientists to identify and manage risks.
- We set standards and requirements that apply to our suppliers, co-manufacturers, our own factories, transportation and distribution.
- We apply these standards everywhere to ensure that all our consumers, wherever they are in the world, can enjoy safe, healthy food.
- We continuously monitor our material supplies, production processes, and consumer feedback to detect deviations and keep our consumers safe.
- We have a traceability system in place ensuring that products are tracked at each step of the supply chain.
- We monitor consumer and customer feedback to proactively address potential food quality or food safety issues

We also conduct annual verifications in our factories using an independent party to ensure that our Quality Management System is followed.

Packaging and transportation



To ensure that our products reach their destination in the same condition that they left the factory, we have set standards and compliance contracts with our distributors to ensure transportation and temperature conditions are maintained throughout the supply chain. We also ensure that our packaging is labelled with information on how best to store and use our products, as well as best before dates, which means that quality can be maintained from the factory to the home.

Escalation process

Our associates are expected to apply effective processes to measure and record product and process performance. Where appropriate, associates must take effective preventative steps or corrective action to assure the best product quality experiences for our customers and consumers.

Upfield has a strict escalation process in place to protect against (a) non-compliance to our Quality Management System, and (b) any concerns around quality or safety across the design, procurement, or manufacture of products, provision of services, sales and distribution. We also make sure any quality or safety concerns voiced by our customers and consumers are escalated and responded to appropriately. This process ensures prompt and timely action wherever and whenever we encounter products which do not meet our standards or those required in the market place, meaning that our customers and consumers can enjoy high-quality products on every occasion.

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