

Quality Policy

MISSION

Our mission is to achieve and enhance stakeholder satisfaction by understanding their current and future needs, systematically meeting their requirements and responding to their expectations – all while maintaining the commitment to the company's ESG strategy.

COMMITMENT

- To maintain a quality management system throughout the organisation with the commitment to meeting the applicable requirements, including the legal obligations and those related to religious practices such as Halal and Kosher; as well as guaranteeing the continuous improvement by establishing quality objectives and evaluating the effectiveness of the processes through a risk-based approach.
- To provide safe food to both people and animals by implementing control measures to prevent food fraud and the adulteration of our products, and by accepting all competent authorities' audits and inspections that may require the verification of the adherence to all legal requirements.
- To contribute to the group's commitment to achieving a sustainable society through the preservation of the environment and biodiversity, as well as the commitment to respect the security and the human rights, guaranteeing the right of the people to decent work, as can be perceived from the group's promotion of the manufacture and distribution of sustainable palm oil and its derivatives.
- To ensure the sustainability of the organization by its adaptation to the environment and the consideration of its context, applying the concept of responsible sourcing to the relationship with suppliers, actively and consciously acquiring products and services for their operations in an ethical, sustainable and socially conscious way.
- To achieve the highest standards by applying Good Manufacturing Practices and to transmit awareness of quality to all collaborators and suppliers.

BASIC PRINCIPLES

- In terms of the management of activities and resources related to production, sales and customer service, their mutual connection and interaction must be considered.
- To regard quality control system activities as being factors of added value and linked to the development strategy based on ESG criteria.
- Quality control activities must be geared towards obtaining results whose implementation and effectiveness can be gauged objectively, and with a commitment to continuous improvement.
- The starting point for establishing the quality of a product and/or service must be the requirements needs, wishes and expectations of the interested parties: they are the ones, who, in effect, define and evaluate them.
- The concept of quality does not only apply to products, but also to all organisation's activities and the work of each person who becomes, at the same time, supplier and internal client of the others.
- Quality is everyone's responsibility. Each component part within the company must be aware of who his/her customers are and what results are expected from his/her work.
- To make the prevention of defects a priority, in order to avoid having to rectify them when they appear.
- Employees constitute the key factor.
- Training in quality control techniques is the basis for achieving constant improvement.
- A high level of quality is a good investment.

These principles are dealt with in greater depth in the quality control manual, which applies to everyone in the company.

May 2025

Esteve Granada
President KCSA