

# Quality policy statement 2024

## 1. General

As an organisation, Royal A-ware (hereafter A-ware) has anchored quality, safety and food safety, welfare, the environment and care for its living environment as spearheads within its quality policy. This policy has been set up in such a way that we work continually on improvement.

### 1.1 Mission of Royal A-ware

Winning together in the market, by building with chain partners the most profitable and sustainable chains in Agrifood. 'The shortest route from consumer to cow'.



### 1.2 The core values

- We **engage in business, are committed, are flexible and switch easily.**
- We invest in the development of the **entire chain** from the consumer to the farm.
- We are committed, reliable and place value on **long-term collaborations** in order to make our chain even better, more efficient and more sustainable.
- We work from **consumer to cow**: the requirements of the customer are always our starting point for a creative **custom-made solution.**

### 1.3 Requirements of the products / starting points

- Both the foods and the animal feed products must be safe and tradable and consumable without risk.
- Both the foods and the animal feed products must meet the requirements (specifications, legality, reliability and authenticity) of the government, of certification and claim guidelines and of customers.

The products produced by A-ware meet the laws and legislation applicable in the country of production, as well as those applicable in the country where they are sold. Developments in the laws and legislation are followed by our memberships with nationally and internationally operating organisations and sector organisations, including: NZO, Gemzu, BCZ, ZuivelNL, GMP+ International and others). In addition, we actively follow various media, including newsletters from experts in the sectors supplied by us and information sources of the European Commission, such as RASFF notifications and the Monthly Summary of Articles on Food fraud and adulteration. Consulting specialised literature, attending fairs and conferences, conducting internal and external audits, participating during sector organisation meetings and regular testing by independent bodies complete the provision of information,

which is made accessible via our intranet and actively communicated via an internal newsletter.

If category 2 or category 3 material is delivered, this is mentioned along with the product. The systems necessary are set up in order to remove these waste flows in a responsible way to a certified GMP+ processor (category 3) or category 2 processor. A-ware does not produce and trade in any category 1 material.

Thanks to the application of the 'Hazard analysis of critical control points (HACCP)' methodology, our products are safe to consume, provided that note is taken of the information mentioned on the packaging and any accompanying documents. The products meet the requirements that are formulated in the internal product specifications and the adjusted external customer specifications.

In the unlikely event that it is necessary to recall products supplied, A-ware has the systems available for this. The systems for recalling products are tested at least annually, as a mock recall.

A-ware is conscious of the fact that employees play a key role in the production process. A food safety culture is an important aspect of this, whereby the aim is to raise the awareness of employees regarding food safety to as high a level as possible. On an annual basis, a survey is held amongst the staff in order to gain insight into the level and to take specific actions on this basis.

By means of for instance internal training courses via e-learnings via A-ware Academy and external training courses, a contribution is made to the personal development of the employees. A-ware informs the employees about safety and food safety, the quality policy and quality matters via for instance work meetings, the staff magazine I-ware, intranet, screens in various places in our locations and an internal social media application which is widely promoted within the organisation.

#### **1.4 Responsibility regarding ethics and employees**

Within the HR policy, a code of conduct has been drawn up with regard to ethical and personnel responsibilities. All the permanent and temporary employees of A-ware must observe the code of conduct and sign for agreement. The code of conduct forms part of the employment contract and includes among other things the contact with colleagues and customers.

The code of conduct also includes food fraud, food defence and the possibility of anonymously reporting malpractices regarding the safety, authenticity, quality and legality of products.

#### **1.5 Whistleblowers scheme and confidential advisor**

At A-ware, a whistleblowers scheme applies. If an employee suspects a malpractice, where there may be a question of actions or precisely the lack of actions, whereby statutory regulations are violated, government funds are wasted or risks for the product safety, quality, authenticity, the safety of employees, the environment and the proper functioning of the organisation occur, an employee can consult an advisor (confidential advisor) in confidence.

## 1.6 The quality systems

All the production locations of A-ware are certified in accordance with a GFSI (Global Food Safety Initiative) standard. A transition is taking place whereby locations will apply at least the FSSC 22000 standard, with additional BRC applied where explicitly necessary. IFS will be phased out completely within A-ware.

Depending on the activities and the products at the A-ware locations in question, the locations are certified for instance for the following claims: GMP+, FCA, Halal, Kosher, Pasture, Beter Voor Koe, Natuur en Boer (Better for Cow, Nature and Farmer), SKAL, VLOG, Koe Bewust (Cow Conscious), Product authenticity and/or for Vegetarian and vegan products.

## 1.7 General objectives

Within A-ware, general objectives are established on an annual basis. These apply to all the locations and apply as objectives to be achieved as a minimum which are then observed. The status of these objectives is observed via the division and corporate structure.

In addition, the locations of A-ware can draw up specific additional annual objectives. The general objectives for 2024 are as follows:

- To carry out all production activities in accordance with laws and legislation.
- To retain EU accreditation numbers for all A-ware locations.
- To obtain and/or retain the implementation FSSC 22000 and any additional BRC certification.
- To retain all other claim and standard certificates required (by the customer).
- To manage food safety risks for all the product groups.
- To establish and embed the Corporate QA structure with for instance:
  - The establishment and demonstrable incorporation of:
    - the QDMS system for all QA related policy documents,
    - the corporate specification system,
    - the corporate recall management system,
    - the corporate HACCP and VACCP policy,
    - the corporate allergen policy.
- To carry out the annual food safety culture survey including an action plan.
- To demonstrably complete all validations and verifications of processes.
- Implementation of Business Continuity Management System (ISO-22301) for selected A-ware locations.

## 1.8 Testing the quality policy

The company gives content to the policy by means of recording procedures, instructions, tasks, responsibilities and authorities in the quality management system. Where corrective actions, verification procedures, buyers or internal audits indicate that operational improvements are necessary, these aspects will be investigated and evaluated and where necessary adequate means and provisions will be made available in order to improve and guarantee the food safety and product quality.

On an annual basis, the results of the policy carried out per location are evaluated by means of a management review. Where necessary, the objectives and/or the policy will then be



adjusted or additional measures will be taken. The consideration for adjustment can also be of a technical, economic or legal nature.

For each period, a so-called QSHE DO report is drawn up with input from all the locations. In this way, the management is informed about the matters that have been achieved, the focal points, the challenges and risks and the subjects which deserve attention. As of 2024, the status of the various general objectives will also be included in this report.

### 1.9 Means

For the realization and the maintenance of the quality policy, the management makes financial and personnel means available. The management of A-ware has decision-making powers and will make available on time the provisions requested necessary for the realization, implementation and maintenance of the quality systems.

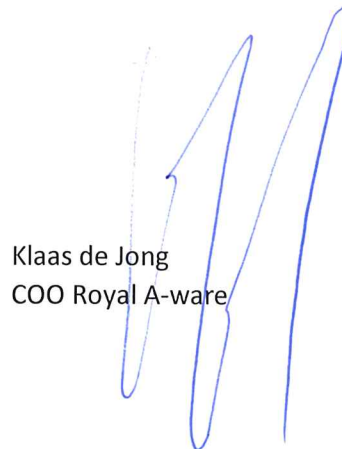
A-ware believes that by observing the above-mentioned policy, safe, durable, fair quality products will be supplied which meet the requirements and expectations of our customers.

The management is responsible for guaranteeing the policy mentioned. By signing this document, it also commits to implementing this policy and continually improving it.

Signed for agreement:

  
Koninklijke A-ware Food Group B.V.  
Catarijne 1  
1358 CC Almere  
088-7381000

Ferry Out  
Director QSHE

  
Klaas de Jong  
COO Royal A-ware