

Quality Policy Declaration

1. General

The Royal A-ware (hereinafter “A-ware”) organisation has embedded quality thinking, (food) safety, welfare, environmental health and care for its living conditions as the leading points in its quality policy. This policy has been set up in such a way that continuous improvement is ensured.

1.1 The A-ware mission

Together with its partners, win over the market by building the most profitable and sustainable agrifood chains.



1.2 The core values

- Enterprising
- Involved
- Reliable
- Respectful

1.3 Eisen aan de producten / uitgangspunten

- Both food and feed products must be safe, tradable as well as consumable without posing any risk.
- Both food and feed products must meet the requirements (specifications, legality and quality) of the government and the customers.

The products produced by A-ware comply with the applicable Acts and regulations in the country of production as well as in the country it is sold in. Legislative and regulatory developments are complied with by connecting (inter) nationally operating organisations (such as NZO, Gemzu, GMP + International e.g.), through various newsletters, by consulting professional literature, attending trade shows and conferences, by regular internal and external audits and reviews being performed by external bodies.

In case a category 2 or category 3 materials are supplied, such shall be noted on the product. The necessary systems have been set up to ensure that such waste materials are discharged to a certified GMP + processor in a responsible manner. A-ware does not produce and trade any category 1 materials.

The products can be safely consumed by applying the 'Hazard analysis or critical control points (HACCP)' method, on condition that the information stated on the packaging and any accompanying documents is considered. The products comply with the requirements formulated in the internal product specifications as well as with the external customer specifications. If such is not the case with the delivered products, then A-ware has the systems in place to retrieve the said products from the market. The systems for retrieving products from the market, are reviewed annually as mock recall.

1.4 Health, safety and environmental (HSE) (Environment) requirements

A-ware complies with the applicable legislation in regard to health and safety, working conditions and the environment. Improvements are implemented using a planned course of action based on the assessed RI&Es. All A-ware locations have been reviewed through an EED audit by an external firm which has been shared with the government and implementation of the energy conservation projects will be executed per location.

1.5 Responsibility towards ethics and staff

A code of conduct has been drawn up within the HR policy with regard to ethical and personal responsibilities. All employees and temporary employees must comply with the code of conduct and sign the acceptance. The code of conduct forms part of the employment contract, and includes, among other things, dealings with colleagues and customer. In the recently adapted code of conduct, food fraud, food defence and the possibility to anonymously report misconducts about safety, integrity, quality, and legality of products is included.

A-ware is aware of the fact that employees play an important role in the production process. A contribution is made to the personal development of the employees by means of, among other things, providing internal and external training courses to the employees. A-ware informs employees on the quality policy and quality issues through, among other things, work progress discussions, the I-ware personnel magazine, intranet and narrow casting and Speakap.

1.6 Whistle-blower policy

A-ware has applied a whistle-blower policy. If an employee suspects any misconduct or if risks arise when considering product safety, quality, integrity, employee safety, environmental safety as well as the proper functioning of the organisation, as a result of acts or the absence of such actions whereby statutory regulations are violated, or if government funds are wasted, an employee can confidentially consult an adviser (confidential counsellor).

1.7 Corporate Social Responsibility (CSR) requirements

At A-ware, CSR forms an integral part of its quality policy. The ISO 26000 system is used to map out the sustainability requirements with which an evaluation report is drawn up annually. The A-ware CSR policy is based on four cornerstones.

 <p>arbeidsklimaat</p>	<p>Attracting, captivating, and growing employees and thus contributing to Royal A-ware's success.</p>
 <p>aaarde</p>	<p>Using process, product, and chain optimisation as well as innovation to limit the impact Royal A-ware and its supply chain partners have on the environment.</p>
 <p>actieve ketenpartner</p>	<p>To identify CSR opportunities within Royal A-ware and its supply chain partner's vicinity as well as to realise integral sustainability benefits through long-term cooperation.</p>
 <p>aandacht voor de samenleving</p>	<p>As a good neighbour, via the A-wareness Foundation, provide knowledgeable support, goods, or donations, where necessary and possible, by supporting the initiatives of local residents to bring groups of people together.</p>

1.8 The quality systems

All the ripening and production locations of A-ware are certified in accordance with a GFSI (Global Food Safety Initiative) standard, e.g. FSSC 22000, BRC and/or IFS. Depending on the activities and the products at the relevant A-ware locations, the locations are, among other things, certified in accordance with process certification of factory cheese; part 1 cheese factory, process certification for factory cheese; part 2 further preparation, process certification for milk transportation, process certification intra transport, GMP+, Halal, Kosher, Grazing, SKAL, VLOG, and for vegetarian and vegan products.

1.9 General objectives

- Perform all activities in accordance with laws and regulations.
- GFSI certificates and other standard certificates uphold the customers' requirements.
- Retain EU certification numbers (Z oval-shaped marking) for all A-ware locations.
- Organizing a central specification system.
- Justify and record shelf life of product groups based on data.
- Exclude/control listeria risks for all product groups.
- Demonstrable sustainability, by continuously managing the operations to ensure that people, the environment and animals are positively impacted.
- Establishing a central training platform.
- Continuously improve the food safety culture.
- Organize and implement the Central QDMS (Quality Documentation Management System) at all A-ware locations

1.10 Assessing the quality policy

The company provides the policy content by recording procedures, instructions, assignments, responsibilities and competencies in the quality assurance system. Where corrective actions, verification procedures, customers or internal audits indicate that operational improvements are necessary, such aspects are examined and evaluated, and as a result ensure that the adequate resources and facilities are available to improve and ensure food safety and product quality.

The results of the imposed policy are evaluated annually through the management review. Where necessary, the policy will then be adjusted or additional measures will be implemented. The consideration of an adjustment may also be due to a technical, economic or legal nature.

1.11 Resources

The executive board makes the financial and human resources available for the realisation and maintenance of the quality policy. The A-ware executive board has the decision making competency and will ensure that the necessary facility requests for the realisation, implementation and maintenance of the quality systems are made available in a timely manner.

A-ware is convinced that by adhering to the above stated policy, safe, sustainable and fair quality products which comply with the requirements and expectations of our customers are supplied.

The executive board is responsible for the upkeep of the said policy. By signing this document, it also commits itself to implementing this policy and ensures to constantly improve it.

Signed in agreement:

Ondertekend voor akkoord:

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Dhr. Robert van Ballegooijen
COO Royal A-ware

Chief Operating Officer (COO) of Royal A-ware