






IFS Quality Policy

DKSH France S.A. - DKSH GmbH – DKSH Switzerland Ltd – DKSH Marketing Services Spain

DKSH corporate values describe and articulate the unique culture of DKSH. As such, they provide us guidance to set priorities and quality objectives.

DKSH corporate values

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|  | Integrity | We never compromise on our ethical, business and compliance standards. |
|  | Empowerment | We own our decisions, take accountability for our actions and trust and respect each other – so each one of us can make a difference and grow. |
|  | Collaboration | We work as one DKSH team, supporting each other and our partners, to achieve joint success. |
|  | Entrepreneurship | We innovate, identify business opportunities and focus on operational excellence to drive growth for our partners and us. |
|  | Sustainability | We take responsibility for our environmental, social and economic impact to account for present and future needs. |

Along with DKSH values, we, members of the IFS Steering Committee recognize that our continuing success and reputation depend on the quality of the service offered and on the food safety of the products marketed. This is the reason why, we, members of the IFS Steering Committee are fully committed in implementing a **Food Safety Culture and continuously improving the effectiveness of our Quality and Food Safety Management System**, with respect to main ethical principles and in a sustainable development process on the basis of the following 5 objectives.

We, members of the IFS Steering Committee are fully committed with ensuring that the following objectives are fulfilled:

- **Maintenance, review, and update of quality documentation and procedures:**
We ensure that our Quality Management System is reviewed and continuously improved, in order to ensure the quality of the service offered and the food safety of the products marketed.
- **Good understanding of our clients and customers, of the market and the necessary requirements:**
We ensure the full satisfaction of our customers, suppliers and sub-contractors needs and expectations, including:
 - all statutory and regulatory requirements
 - food safety management for process and products
 - product specifications.
 For that purpose, we ensure a full traceability of the products and operations.
- **Involvement of our employees:**
We ensure that every employee is aware of and fully understands our quality and food safety approach specified here above. We ensure that the necessary resources to put this quality approach into practice are identified and implemented.
- **Sustainability and environmental responsibility:**
We ensure that our marketed products are processed and supplied in a sustainable and environmentally friendly manner. In that respect, we work with our suppliers and sub-contractors in a continuous improvement approach.
- **Relevancy, efficiency and rapidity:**
We pay special attention to the standards of our suppliers and subcontractors, in order to ensure that the correct material reaches the customer in good condition, safely, securely and at the right time and place.

Effective from July 27th, 2022, onwards.