

## The Product and Quality Policy of Palsgaard

**At Palsgaard<sup>1</sup>, the quality of our products and services is a fundamental premise for our company. We take great pride in the quality of these and we want to be internationally acknowledged for it. We also see quality, innovation and co-creation of products with our customers as our main current and future competitive advantage.**

We do the following to meet our objectives:

### **Quality**

- We continuously improve the quality of our products, processes and services and involve our customers in this process.
- We take responsibility for our products and we take pride in them. We all have a shared responsibility to ensure the highest possible quality in all product phases and to the best of our abilities.
- Whenever possible we take social and environmental aspects into consideration, when we develop and produce our products.

### **Food safety**

- We never compromise on food safety, and we are always transparent and informative regarding our products and how to handle them in a safe way.
- We respect international industry standards and comply with all applicable laws and regulations.
- We use our certified quality management systems ISO 9001 and ISO/FSSC 22000, which includes this Policy, as managing tool to ensure continuous improvements as well as consistency between vision, strategy and goals within product quality and food safety issues.

### **Raw materials**

- We set high standards for our raw materials and ensure that raw materials have been produced in a responsible manner as well as full traceability is in place. To this end we make use of a responsible supplier management system and use palm oil certified by RSPO (Roundtable on Sustainable Palm Oil) in our products whenever possible.

### **Innovation**

- We continuously innovate to improve our existing products and create new application solutions that meet the demands of our customers and consumers.

### **Stakeholders**

- We are open-minded to emerging topics and new requirements from customers, consumers, authorities and our other stakeholders, and at all times we focus on quality.
- We encourage and embrace co-creation together with our customers and consumers.
- Palsgaard's products, our expertise, service and know-how help customers to optimize and complete their product development.

### **Marketing/IP**

- We communicate information on application, specification, recipes etc. to our distribution channels such as sales team, agents, distributors and others who sell or resell any goods from Palsgaard.
- The data and facts we communicate are worked out by our specialists.
- The Privacy Policy for website is linked to Palsgaard.com
- We monitor our patents and trademarks carefully and our IP rights are handled and protected in the countries where we operate.

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<sup>1</sup> Consists of the entities Palsgaard A/S with subsidiaries, The Schou-Foundation, Palsgaard Estate A/S, Nexus A/S and all management and employees.