FLORA Food Group™

Product Quality Policy

Policy No. QLT 1

July 2026 | Version 4.0

1. Purpose

Our purpose is to deliver Culinary Essentials for Better Food. We are committed to ensuring food quality and safety in our Sustainability Framework. This underscores everything we do and supports our position as a company and with brands that consumers can trust. The consumer is at the heart of our business, and we work tirelessly to ensure that we are listening to, meeting, and exceeding their expectations. Product quality and product safety are fundamental building blocks of consumer trust. We are committed to continually delighting our consumers with great-tasting products and brands that offer choice and performance, delivering consistent quality in both home and professional kitchens.

Our commitment to quality is comprehensive. We follow high standards in all aspects of product quality and safety, including product design, formulation, sourcing of raw materials, primary / secondary / tertiary packaging, manufacturing, storage, transport, display, marketing, communication, sales, and disposal of Flora Food Group products – at Flora Food Group or third-party facilities. We ensure that all processes comply with the highest standards of legality and authenticity, reinforcing our dedication to trust and transparency.

2. Definitions

HACCP	Hazard Analysis Critical Control Point
GFSI	Global Food Safety Initiative
ISO	International Organisation for Standardisation
AOAC	Association of Official Analytical Chemists

3. Policy Statement

Product Safety

Flora Food Group creates and distributes high quality products that justifies consumers' trust in us. We work with Associates in every market to meet or exceed our consumers' expectations on quality through our Quality Management System. Within this system processes, procedures and responsibilities are formalised to ensure that quality is protected and continuously improved at every stage from product design, production, to the point of sale.

For example:

- We design safety into our products and processes at the earliest stage, during product development. A formal consumer safety risk assessment is performed for every project;
- We use HACCP and GFSI-benchmarked food safety standards that are independently verified;
- We use internationally recognised testing methods (such as ISO and AOAC);
- All Flora Food Group' s manufacturing operations are GFSI-certified;
- We work with independent food experts to identify and manage risks;
- We set standards and requirements that apply to our suppliers, co-manufacturers, our own factories, transportation, and distribution;

- We apply these standards everywhere to ensure that all our consumers, wherever they are in the world, can enjoy safe, healthy food;
- We continuously monitor our material supplies, production processes, and consumer feedback to detect deviations and keep our consumers safe;
- We have a traceability system in place ensuring that products are tracked at each step of the supply chain;
- We monitor consumer and customer feedback to proactively address potential food quality or food safety issues;
- We also conduct annual verifications in our factories using an independent party to ensure that our Quality Management System is followed; and
- Products suitable for a specific lifestyle, diet or religious background will always meet all legal and regulatory requirements and special requirements at country level or by specific associations.

Quality & Food Safety Culture

We drive quality culture by integrating robust systems into the standard practices of the company by:

- Internal communication about food safety policies and responsibilities;
- Setting food safety targets and objectives for zero defects;
- Training Flora Food Group Associates;
- Soliciting employee feedback;
- Performance measurement; and
- Regularly testing the established emergency response procedures.

Packaging and Transportation

To ensure that our products reach their destination in the good condition in which they left the production facility, we have set standards and compliance contracts with our distributors to ensure transportation and temperature conditions are maintained throughout the supply chain. We ensure that authenticity is preserved through stringent control measures, maintaining quality from production to consumption. We also ensure that our packaging is labelled with information on how best to store and use our products, as well as best before dates, which means that quality can be maintained from the production facility to the home.

Escalation Process

Associates are expected to apply effective processes to measure and record product and process performance. Where appropriate, Associates must take effective preventative steps, or should apply effective processes to measure and record product performance, to ensure the best product quality experiences for our customers and consumers.

Flora Food Group has a strict escalation process in place to protect against (a) non-compliance to our Quality Management System, and (b) any concerns around quality or safety across the design, procurement, or manufacture of products, provision of services, sales and distribution. We emphasise continuous improvement by analysing and refining our processes to uphold the highest standards. We also make sure any quality or safety

concerns voiced by our customers and consumers are escalated and responded to appropriately. This process ensures prompt and timely action wherever and whenever we encounter products which do not meet our standards or those required in the marketplace, meaning that our customers and consumer scan enjoy high-quality products on every occasion.

4. Scope / Applicability

All Associates, consultants, contractors, interns, and any other person associated with Flora Food Group.

5. Governance

Flora Food Group's Chief Operations Officer and Global Quality Director are responsible for implementing our Product Quality Policy.

The Compliance Committee includes representatives of Flora Food Group's Board and Executive Committee is involved in the approval process for our Product Quality Policy. The Compliance Committee is accountable for Flora Food Group's policy framework.

6. Related Documents

- Flora Food Group Code of Conduct
- Business Partner Code of Conduct

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