Firmenich

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EFFECTIVE DATE: 01 03 2020

OWNER OF THE POLICY: JANE SINCLAIR, GENERAL
COUNSEL AND SECRETARY OF THE BOARD AND NEIL
MCFARLANE, SENIOR VP GLOBAL QHSE

CORPORATE QUALITY &
PRODUCT SAFETY POLICY

VERSION 1

FOR EXTERNAL USE

I.   PURPOSE

To provide a policy framework to assure that Firmenich products and services meet and exceed our own and client Quality expectations and comply with all relevant regulatory requirements and applicable laws.

II.   SCOPE

This Policy applies to:

- All Firmenich affiliates, subsidiary companies and all divisions and departments
- All Firmenich activities that may impact the Quality of the Products and Services provided to our customers
- All employees of Firmenich and any of its subsidiary companies, including temporary staff
- Any personnel included in agreements with suppliers, contractors, subcontractors, and other third parties

III.   POLICY STATEMENTS

Firmenich is committed to leading the industry by providing best-in-class, consistent products and services that can be trusted everywhere. Meeting our customer expectations is a key success factor in our business relationships;

We will follow the highest standards of quality and product safety and ensure our Products and Services comply with all relevant legal, regulatory and contractual requirements and that they are consistent with all other quality requirements and standards to which we commit.

We will manage our raw materials, processes, equipment, facilities and finished products and services and the associated quality risks to ensure that quality and performance standards are met.

We will continually improve our quality management systems and performance and set challenging goals and objectives.

This Policy is supported by a comprehensive corporate QHSE management system which includes detailed Quality, Health, Safety, and Environmental (QHSE) Management Principles and Codes.

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IV.   POLICY REQUIREMENTS

The following requirements shall be met:

- This quality policy shall be communicated, understood, and applied throughout the Firmenich company;
- Roles, responsibilities and authorities for quality management shall be assigned and we shall communicate, educate, train and motivate our employees and require their active participation in maintaining and improving our quality systems and standards
- All Firmenich employees and partners shall make a personal commitment to ensure the implementation of this Quality policy and we shall build a relationship of trust and co-ownership with our employees, suppliers, business partners and clients to achieve this;
- All manufacturing affiliates shall implement a data-driven, risk-based Quality Management System, that is independently audited and certified by an accredited organization according to internationally recognized standards (e.g. ISO 9001, FSSC 22000, and other GFSI approved schemes);
- All quality management systems shall comply with the Firmenich corporate Quality Management Principles and Codes to ensure that facilities, materials, equipment, processes, activities and systems achieve all quality requirements;
- Comprehensive Product Protection and Food Protection programs shall be implemented to manage Food Safety, Food Fraud and Food Defense;
- We shall define key Quality performance metrics, targets and goals and promote a best-in-class quality and continuous improvement culture;
- All quality non-conformance will be recorded, communicated and investigated to identify root causes and prevent a recurrence. All deficiencies will be corrected within an appropriate timeframe;
- We shall optimize and harmonize quality-critical processes and performance throughout the company;
- We shall define the operational standards to design, manufacture, test, label, package, handle, and deliver our products and shall support operations and the business to excel in execution to satisfy our customers with timely deliveries made right-first-time;
- We shall provide the resources necessary for raw material, in-process and product quality control and testing to ensure our standards are met;
- The formula and product design and the new product introduction process shall be managed to ensure the development of new, safe, and compliant products that are fit for purpose.