

Quality and Food Safety Policy

HEINEKEN Southern cluster including Spain, Italy, France and Portugal aims to be a benchmark in the HEINEKEN world.

Products and services meet the quality standards defined at group level and the requirements of current food safety legislation are the cornerstones of our responsibilities to consumers, our sustainability and the basis of our relationships with our customers and our growth in the global market.

Our efforts are oriented to provide the products and services preferred by our customers and consumers, surprising them and anticipating their needs and expectations. To achieve this objective, the following principles will be applied:

- To maintain the confidence of **our customers and consumers** in the quality and food safety of our products, achieving excellence through strict compliance with the requirements demanded by customers, and those established in **current legislation, applicable regulations and corporate rules**.
- To use the best practices and technologies available, developing the business activity from the commitment to employee **safety, respect for the environment and sustainable development** as the basis of our progress.
- Promote the effectiveness and efficiency of the Quality and Food Safety Management System, increase **customer satisfaction and continuous improvement** as a permanent objective, using the organization's Total Productive Management (TPM) system. As a guarantee of this commitment, all production sites will have external certifications of the Quality and Food Safety Management System according to the ISO 9001 and ISO 22000–FSSC 22000 Standards.
- Collaboration and communication with **health authorities, corporate structures and any other external stakeholders** for the management of specific problems and expectations related to food quality and safety.
- Ensure the involvement of senior management as responsible for the release of the **necessary resources** for the execution of improvement actions and the implementation of a **Culture Plan in terms of Quality, Food Safety and Hygiene** in the production sites.
- Contribute to Sustainable *Food Consumption (Sustainable Development Goals by 2030, United Nations)* through the **prevention, optimization and recovery of product losses** throughout the supply chain.
- Promote the **professional development of staff**, in capacity, team spirit and leadership, as values to achieve success.
- **Establish objectives** as a unit of purpose and orientation, involving all the personnel of the organization, and assigning the necessary resources for their achievement and monitoring.
- Implement a **verification process** to ensure that the planned standards and procedures are maintained over time, by carrying out internal inspections and introducing performance monitoring indicators.
- Understand **respect and open communication** as a code of conduct to build trusting, solid, and mutually beneficial relationships, both inside and outside the organization.

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