

1.2 PRODUCT QUALITY AND SAFETY

At Hochland, the highest standards of quality and hygiene in production are observed so that the products that are delivered to customers and Consumers are safe and meet their expectations in 100%.

“Quality is not just an action, it is a habit (the culture of the organisation)” - Aristotle

“Quality means always doing your job correctly” - Henry Ford

The above mottoes illustrate why the focus at Hochland is on Employees, Teams and product safety. Hochland pursues a com-

pany culture that enables everyone to take responsibility for both the quality and safety of its products and for workplace safety.

All Hochland Employees know and understand their responsibility in this regard as part of their job.

The Quality and Food Safety Policy is based on:

Hochland’s Mission, Vision 2025 and Company Strategy, as approved by the Management Board. The Company Strategy is regularly reviewed. Hochland’s objectives, the so-called OKRs (Objective Key Result’s), are set on this basis.

- **Management members** aware of their responsibility for the safety and legality of the products as well as for Hochland’s high quality standards. Acting together with Colleagues and Employees, in accordance with the Hochland Principles of Management and Cooperation.

- **All Employees** prepared in their area of work to take care of the quality of processes, projects, services and products. Committed to creating a positive, success-oriented working atmosphere, with consideration for job security and fair remuneration.

We use activities and systems to continuously improve the safety and quality of our products:

Qualification and personal development of all leaders and Employees	Advanced, electronically enhanced training systems to foster continuous improvement in operations and engagement
Modern means of communication	Hochland Intranet, Hochland internal information platform, Microsoft Teams
Progressive digitisation in all countries	Implementation and development of an international digital Quality Management System; MES, SAP, Digital Supplier Management
Systematic Continuous Improvement Process	QMS - the quality management system provides a systematic approach to planning, controlling, monitoring and improving processes
Increasing process orientation	Supporting networking and cooperation between departments to improve workflow and efficiency
Maintaining and improving the implemented TPM.	TPM is one of the methods of lean management to ensure maximum efficiency of machinery and equipment