



11.01.2023

## Corporate guidelines

**The compliance with food safety as well as the constant and high quality of the products determine, in addition to constant innovation and service to the customer, the chance of a company to assert itself in the market and to enable new growth.**

**The ability to demonstrably deliver consistent quality is a decisive competitive advantage. End consumers as well as the convenience and snack industry must already be convinced of the high quality of the products tailored to them when they purchase them. It is our goal to demonstrate this high quality internally with our employees and externally to our customers every day. We want to combine flexibility and speed in responding to our customers' wishes with quality and sustainability in production.**

**With high quality, production must also be designed to be flexible and adaptable, as constant change in the market and ever new needs constantly require new solutions. The speed of this adaptation becomes another competitive factor and separates successful from less successful companies.**

**This handbook describes a dynamic system in which quality and flexibility are guaranteed in the long run, even for third parties, in the face of increasing demands.**

**The following positions describe the cornerstones of the Etelser Käsewerk's corporate policy as well as the ways and means to be able to meet the constantly growing demands and expectations in the future:**

1. In addition to compliance with legal regulations and guidelines, the introduction and consistent implementation of the HACCP concept based on the Codex Alimentarius is the central building block for our quality policy measures, which the QM system serves as the basis for.

2. Food safety culture and a customer-oriented quality definition are at the centre of our interest in order to acquire the greatest possible customer satisfaction. Our aim is to meet the product requirements of our customers with regard to product safety, quality and legality and to guarantee the technical procedures and product descriptions necessary for this purpose.

3. In our company, quality is everyone's job. Each employee is responsible for the quality of his or her own work. The personal interest of the employees in their work, in the company and in the products is of elementary importance for us as a medium-sized company.

4. Quality does not come into being at work only through control. Quality must be systematically planned and produced across individual quality-oriented processing stages. In addition to product control, we place increased emphasis on constant process control.

5. The focus of our quality efforts is the zero-defect principle with the motto "Do it right the first time".

6. The regular recording and analysis of quality measures and their costs are used to control all quality assurance activities. The documented results lead to permanent improvements.

7. At the Etelser Käsewerk, quality begins with continuous training. Regular training of all employees is the basis for creating a uniform quality awareness and a prerequisite for quality improvement in our company.

8. Our company is part of a society for which we bear responsibility. Respect for and adherence to the Basic Law and the UN Declaration of Human Rights are part of our corporate guidelines. Within the Etelser Käsewerk we ensure that all employees, regardless of gender, nationality or religious affiliation, have the same opportunities and rights. Everyone has the right to freedom of opinion and expression. We do not tolerate child labour or involuntary workers. These principles must also be fulfilled by our suppliers.

9. The health and well-being of our employees is important to us as a company in order to ensure and improve sustainability and satisfaction.

10. Our company is responsible for a safe and healthy working environment. By establishing and applying appropriate occupational safety systems, necessary precautionary measures are taken against accidents and damage to health that may arise in connection with the activity. In addition, employees are regularly informed and trained about applicable health protection, safety standards and measures.

11. We do not tolerate corruption or the granting of advantages in any form in our company. No personal advantages, gifts or invitations may be demanded, accepted, offered or granted in connection with our business activities. Exceptions apply only in the case of generally customary occasional or promotional gifts and gifts that are in keeping with the customs and courtesies of the country.

12. Environmentally oriented entrepreneurial action serves to secure the long-term future of the company and to maintain the location. It should aim at balancing the interests of the environment, fellow human beings and the concerns of our company. Our environmentally oriented corporate management is innovative, thinks in terms of the future and questions old solutions. Recognising that the environment is also a limited resource, our systematic environmental management should enable us to tackle environmental problems in a precautionary manner and to use ever more environmentally friendly processes and technologies by means of planning activities. This includes, above all, closed-loop recycling, material substitution and process flow changes. These measures serve to reduce water and wastewater quantities, waste and the amount of packaging material used. In our company, waste that cannot be avoided is responsibly disposed of or recycled.

With the implementation of an energy management system according to ISO 50001, we want to increase energy efficiency, improve energy performance, comply with all specifications regarding energy use, energy consumption and energy efficiency, and reduce CO2 pollution as well as our energy costs. The topic of energy will thus be dealt with in an even more structural and professional manner.

Through efficient energy management, unnecessary energy consumption and potential savings will be identified and the success of the measures introduced will be quantified.