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Corporate guidelines

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

The ability to deliver constant quality in a verifiable manner is a decisive competitive advantage. . End consumers as well as the convenience and snack industry and snack industry must be convinced of the high quality of the products they buy. quality of the products tailored to them. It is our goal to communicate this high quality internally with our employees and to prove it 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. and adaptable, since constant changes in the market and ever-changing needs constantly solutions are required. The speed of this adaptation is becoming a further competitive competitive factor and separates successful from less successful companies.

This handbook describes a dynamic system in which quality and flexibility in the face of increasing requirements are guaranteed in the long term in a way that is transparent even to third parties.

The following positions describe the cornerstones of 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 and a customer-oriented quality definition are in the center of our interest, in order to acquire thereby the greatest possible satisfaction of the customer. Our goal is to meet the product requirements of our customers in terms of product safety, quality and legality and to ensure the necessary technical procedures and product descriptions for this purpose.**
- 3. In our company quality is everyone's responsibility. 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 continuous process control.**
- 5. The focus of our quality efforts is the zero-defect principle with the motto "do it right the first time".**
- 6. 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. Quality begins in the Etelser cheese factory with the 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. The respect and observance of the Basic Law as well as the UN Declaration of Human Rights are part of our company guideline. Within 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 labor or involuntary workers. These principles are also to be fulfilled by our suppliers.**



9. Environmentally oriented entrepreneurial action serves the long-term security of the company and the preservation of 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 to the future and questions old solutions. Recognizing that the environment is also a limited resource, our systematic environmental management should enable us to tackle environmental problems in a precautionary manner and, by means of planning activities, to implement ever more environmentally friendly processes and technologies. This includes, above all, closed-loop recycling, material substitution and process flow changes. By implementing an energy management system in accordance with ISO 50001, we aim to increase energy efficiency, improve energy performance, comply with all specifications relating to energy use, energy consumption and energy efficiency, and reduce CO2 emissions and our energy costs. The subject 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 measures introduced will be quantified in terms of their success.