

Food Quality & Safety Policy on 10.04.2024

As a specialist in Cashew Nuts, we are aware of the vital importance of the quality and safety of the foodstuffs we offer. Our commitment in this area is total and aims to guarantee our customers the satisfaction of their requirements and compliance with the standards in force.

Our Quality Policy

Our quality policy is structured around the following axes:

- Rigorous selection of partners along the supply chain: We only work with certified suppliers (BRC or BRC & SMETA) who meet our strict requirements for food quality and safety.
- Traceability and quality control: We ensure traceability of our products, and rigorous quality controls are carried out.
- Compliance with standards and regulations: We are committed to respect all standards and regulations in force regarding food safety.
- Continuous improvement: We are committed to continually improve our quality management system by carrying out regular improvement actions. *For example, we stopped working with shippers who don't have BRC.*

Our Commitment to Cashew Nut Safety

Our commitment is based on the following principles:

- Hazard Analysis and Critical Control Points (HACCP): We have implemented a HACCP system which allows us to identify and control hazards linked to the production, processing, transport, storage, and distribution of our products.
- Good hygiene and manufacturing practices: Our partners respect good hygiene and manufacturing practices (GMP) to guarantee the health safety of our products.
- Staff training: We regularly raise awareness and train our staff on food safety issues; We encourage our partners to maintain a high level of food safety culture within their teams.
- Risk management plan: We have a risk management plan in place to prevent and manage potential food safety incidents.
- We are committed to regularly monitor, evaluate our policy, and continually improve it.

Through its management, CETECOM S.A. employees adhere to the quality & food safety policy.

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Our goals and the means to achieve them

Fully control the quality of products and services - from the selection of partners to post-delivery services: control of suppliers by evaluation and selection, specifications, standardization of agent check-list control, availability of technical specification sheets. Effectively deal with any deviation from the contractual quality model, or any suspicion of food risk by quickly initiating targeted corrective actions.

Maintain a high level of food safety - provide products that comply with the quality model defined internally, respecting applicable legal requirements, the environment and public health standards through a maintained, healthy, and suitable working environment. Always favour the precautionary principle over commercial interests, fight against fraud, malice, and inequalities. Testing and implementation of recall and merchandise withdrawal procedures. Financially support all the annual objectives of the quality and food safety policy through an adequate operating budget.

Organize and plan - all our services with a single objective: continuous and total improvement of quality. *Designation and annual review of quality objectives.*

Anticipate, understand, and satisfy our customers' requirements through *extensive market knowledge, sensory, organoleptic tests, and biochemical analyses of our Cashew Nuts.*

Realism and rationality - guarantee the viability and development of the company and its partners, through the rational use of material resources, the optimal integration of human skills in compliance with quality, environmental, ethical and industrial food safety standards: *continuing staff training, cutting-edge technology used by our partners during production, optimization of energy consumption, rationalization of the environmental impact of supplies by ensuring our partners' commitment to sustainability and equity.*

Recognition - Promote sustained efforts in terms of organisation and Security of production process through externe and independent recognition of audit and certification bodies: *maintain and bring to life any certification process.*

Motivate and bring together - Empower all experienced and trained personnel in the requirements relating to the know-how of our company. Maintain and support the culture within the company linked to the environment and food safety.

Master and succeed - Permanently monitor our activities using appropriate measurement and monitoring. traceability system, permanent monitoring of the main supply constants.

Sharing our Food Safety Culture with the supply chain - The supply of food commodities is part of a partnership of mutual trust to maintain a high level of food quality and safety. Stakeholders in the food chain, we are committed together around one goal: to perfectly control the risks to the consumer and guarantee them quality products conform to current legislation: *sharing this commitment in the main internal and external communications.*