

## Food safety and quality policy

- ✓ *We are committed to laws and mutually agreed standards and customer requirements.*
- ✓ *We know and ensure the origin of our products and raw-materials.*
- ✓ *We ensure the safety of our products.*
- ✓ *We ensure the quality of our products.*
- ✓ *We are committed to food safety and quality principles and continuous improvement of our management systems and actions.*

### We are committed to laws and mutually agreed standards and customer requirements

- We comply with local legislation in countries where we operate as well as contracts made with our customers in domestic and international sales.
- We maintain and develop food safety management in accordance with the FSSC 22000, BRC and **ISO22000** requirements.
- We guide our operations with the ISO 9001 certified quality system.
- Our organic products are manufactured, **stored and distributed** in accordance with the regulatory requirements of EU and the country of destination.
- We take mutually agreed customer specific requirements into account in product manufacturing.
- We are committed to HAS (Halal assurance system) or HQAS (Halal quality standard) requirements at factories that have Halal certifications.
- We are committed to Kosher requirements at factories that have Kosher certifications.
- We ensure the safety of feed ingredients with the GMP+ **FC scheme 2020** management **system**.
- Valio Oy, R&D chemistry and microbiology laboratory and regional laboratories Lapinlahti and Seinäjoki are accredited by FINAS as a testing laboratory T022, accreditation requirement SFS-EN ISO/IEC 17025.

### We know and ensure the origin of our products and raw-materials

- We know the origin of our products.
  - We ensure raw milk traceability back to farm level.
  - We ensure traceability of all ingredients and primary packaging materials at least one step back and one step forwards.
  - We evaluate the tracking process annually by traceability tests and by mock recalls of all **Valio production plants and product groups. Aimo wholesale tracking evaluation may be covered by actual recalls.**
- **For Valio production plants** we purchase only from suppliers that operate responsibly and have passed our approval procedures.
  - We perform an approval process for new suppliers, evaluate all supplier performance and audit the suppliers on the basis of assessed risk.

- We require our suppliers to follow all applicable laws and standards, both national and international.
- Contract manufacturers must have valid, GFSI accredited, food safety certification, or in the absence of certification, the acquisition of such in a reasonable time is required.

### We ensure the safety of our products

- Food safety is first priority in all of our decision making.
- Our production plants, **warehouses, and wholesale facilities** have implemented in-house control plans based on HACCP system supported by prerequisite program and good manufacturing/**hygiene** practices.
- All dairy products **manufactured by Valio** are made of pasteurised milk.
- We have procedure for possible product recalls related to food safety and we regularly train to be prepared for crises situations.
- We have procedures for identification, evaluation and prevention of food sabotage and food fraud vulnerabilities.

### We ensure the quality of our products

- We use high quality raw milk and other raw materials.
- We comply with the internationally recognized quality control procedures.
- Our quality assurance procedures cover both microbiological and chemical quality from ingredients to end products **for all products except Aimo wholesale products, which are covered by producers.**
- We monitor product quality throughout the shelf life. **Aimo wholesale products are monitored by producers.**
- We review consumer and customer feedback and take actions **based on** the feedback and communicate openly about possible defects.
- We work together with our customers to meet the customer needs.

### We are committed to food safety and quality principles and continuous improvement of our management systems and actions

- We are committed to work for continuous improvement of food safety and quality.
  - We set annual measurable **objectives for food safety, quality, and reduction of food loss and waste** for all operations.
- We regularly review and analyse our operational environment and interested parties for the risks and possibilities for the management system.
- Regular training is provided for all personnel to increase awareness on food safety and quality and to ensure needed skills.
- We ensure the resources needed for maintaining and improving the quality and food safety management system.
  - We share best practices between operations globally.