



Quality policy

- For the company, quality means the fulfillment of customer requirements and the complete satisfaction of the customer. This encompasses requirements from product development to delivery to the customer, including individual customer care and product safety.
- Quality means also to appreciate the customer as a partner and to help him in case of problems at any time.
- We meet customer requirements for specific segments such as HALAL/KOSHER through appropriate certifications and compliance with their standards.
- As a basic principle, we reject all forms of bribery and corruption.
- Gifts are generally not accepted.
- Purchasing and distribution decisions on price changes are always made in the way of double control (four- eyes principle).
- The company has committed itself to the introduction of a food safety management system (FSMS). This forms the basis for a continuous improvement process to which all employees feel committed.
- The company has committed itself to the implementation and maintenance of a food safety culture. These includes amongst others: communication, trainings, feedback from employees and the validation of the system.
- We work in partnership with our suppliers, because the quality of the end products can only be guaranteed through perfect raw materials. We therefore strive to include as many certified suppliers as possible.
- We see quality as a task for managers who motivate our own employees through a partnership-based management style and lead them to personal responsibility.
- Our employees are the resources of our company. Personal hygiene is self-evident for our employees. Through constant training, instruction and direct and open communication, they ensure the consistently high quality of our products.
- We ensure that the working conditions in our company are safe for all employees and do not endanger their health and the environment. We categorically reject all forms of forced- and child-labour as well as discrimination.
- Prevention of faults and self-examination of our own work are essential principles in our company. Internal hygiene and quality audits support this quality concept.
- Through controlled procedures and measures in the form of internal audits, employee trainings and management evaluations, we avoid possible faults in advance and thereby achieve a continuous improvement of our system.
- As a member of the RSPO (**R**ound **T**able of **S**ustainable **P**alm **O**il), we are committed to the sustainable, certified cultivation and use of palm oil product.
- Legal requirements and their implementation in internal specifications, such as the in-house HACCP concept and the internal hygiene rules form the basis for our way of working.
- Through the use of modern production systems and their constant optimization, we reduce the environmental impact within the scope of current possibilities