

# **Policy Statement Quality**

As ForFarmers we are committed to ensure that our products and services meet the needs and requirements of our customers and maintain the highest levels of Feed Safety including the prevention of possible feed fraud. This is to protect the health of consumers and animals, to protect the trust of our customers and for the future of farming.

This is achieved by the following key elements:

- 1. Customer Focus** – we maintain and build relationships with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers and by delivering a consistent Product Quality and Service.
- 2. People** – we develop our staff through appropriate development programs and show strong management involvement and commitment through best practice.
- 3. Feed Safety** – we ensure the Feed Safety and prevent possible feed fraud of our products and processes.
- 4. Compliance** – we are compliant with all relevant laws and regulations and the requirements of our Quality Certification Standards and with the Market Concepts that we subscribe to.
- 5. Continuous improvement** – we strive for operational excellence and continuous improvement of all processes relating to Quality using defined KPIs.

**The Quality policy is achieved through commitment of all personnel within our organisation.**

Signed by:

Pieter Wolleswinkel  
CEO ForFarmers NV

Mark Cole  
Managing Director ForFarmers UK



March 2024