

2 Quality Policy

QUALITY IS THE FOUNDATION OF OUR FOOD, NUTRITION, HEALTH AND WELLNESS COMPANY

Nestlé strives to create value that can be sustained over the long term by meeting consumer needs for nutrition, enjoyment and Quality they can trust. Every day, millions of people all over the world show their confidence in us by choosing Nestlé products and brands. This confidence is based on our Quality image and a reputation for high standards that has been built up over many years.

Every product on the shelf, every service and every customer contact help to shape this image. A Nestlé brand name on a product is a promise to the customer that it is safe to consume, that it complies with all relevant laws and regulations and that it constantly meets high standards of Quality.

Each and every Nestlé employee is involved in and dedicated to achieving high Quality standards for our customers and consumers.

QUALITY IS TO WIN CONSUMER TRUST AND PREFERENCE

We are committed to offering products and services to our customers and consumers that meet their needs, have their preference and provide sound nutrition.

We want to win the trust of our customers and consumers by continuously listening to them, by understanding their expectations and consistently satisfying their needs and preferences.

Our customers and consumers are at the center of our attention and we recognize their legitimate interest in the behaviour, beliefs and actions of Nestlé behind brands in which they place their trust.

QUALITY IS EVERYBODY'S COMMITMENT

Our Management takes the lead, sets objectives and demonstrates its commitment towards Quality by practicing and living what they preach. All Nestlé functions across our Value Chain are fully responsible for observing mandatory principles, norms and instructions, for maintaining agreed Quality standards and for constantly improving them.

Our Quality personnel at all levels are the guardians of Quality, Food Safety and Regulatory Compliance. They promote Quality awareness, assess performance and challenge the organisation to sustain and improve Quality standards.

We communicate our Quality standards to our Business Partners who are expected to share the same commitment to Quality and to meet our requirements consistently.

QUALITY IS TO STRIVE FOR ZERO DEFECT AND NO WASTE

We focus on facts and results and we strive for zero defect and excellence in everything we do.

We adopt a «no waste attitude» and we constantly look for competitiveness and opportunities for Continuous Improvement of the Quality Standards delivered to our customers and consumers.

We provide adequate resources, equipment, procedures and systems to ensure high Quality standards. We build the necessary competence and technical skills. We develop training and teamwork that are crucial to the successful implementation of these standards and to the achievement of excellence and competitiveness.

QUALITY IS TO GUARANTEE FOOD SAFETY AND FULL COMPLIANCE

We enforce full Compliance with the mandatory standards and principles of our Quality Management System, which include Food Safety, Regulatory and Quality requirements in every step of our Value Chain.

We measure our Quality performance, as well as the satisfaction of our customers and consumers by listening to them. Shortcomings and mistakes are analysed and trigger an immediate action plan for correction and improvement.

Our Quality Management System is aligned with international standards and full transparency is ensured through verification by independent external bodies.

We strive for the flawless execution of our Quality activities throughout our organisation, based on rigorous discipline, on proactiveness and on factual and open communication.



Figure 1: The Nestlé Quality Policy