

Quality Policy of ProTec Ingredia Ltd

The Quality Management System (QMS) at ProTec Ingredia Ltd is designed to meet ISO 9001 (2015). We aim to achieve satisfaction of all interested parties by our commitment to Quality based on following principles:

- **Customer focus** by understanding customer expectations and actively managing the relationship
- **Leadership** at all levels creating unity of purpose and conditions to achieve quality objectives
- **Engaging** competent and empowered **People** to help organisation in achieving the objectives
- Adopting a **Process Approach** so interrelated processes function coherently and performance can be optimized
- Promoting **Improvement** across organisation to react to changes in its internal and external conditions and to create new opportunities.
- Practicing **Evidence-based decision making** by understanding cause and effect relationships and potential unintended consequences which can result in greater objectivity and confidence in decision making
- **Managing Relationships** with relevant interested parties, creating common understanding of objectives and values that provides a stable flow of products and services

Our QMS will be flexible and adaptable within the complexities of the organizational context and hence follow procedures / activities that support above principles. It will be reviewed for its adequacy of the purpose and any requirement for modification.

S/D

Managing Director