

FOOD SAFETY & QUALITY POLICY

For generations, quality has been at the heart of everything we do.

'The Ferrero Way' is a journey that begins with food safety – and ends with the daily delivery of outstanding experiences to consumers around the world.

This is the ethos behind our three Food Safety & Quality strategic imperatives. These are non-negotiable and uphold our heritage of quality.

01.

Guarantee consumer trust through product safety

We have delivered moments of joy to consumers for more than 75 years; maintaining their trust is key to retaining their loyalty. A holistic approach to anticipate emerging and evolving risks, science-based product design, careful selection and controls of raw materials, and robust manufacturing standards are the core elements of our preventative approach to food safety.

02.

Drive consumers' preference through unique and enjoyable experiences

Our passion for quality and innovation drives us to craft delicious products, offering superior and unique experiences. We strive for product excellence and freshness. This is what keeps consumers returning to our products, time after time.

03.

Enable operational excellence

Driven by our search for excellence through continuous improvement, we push boundaries to ensure the safety and high quality of our products with a "first time right" motto, striving for maximum efficiency and leveraging agility across the value chain. Multiple cross-functions programs are conducted worldwide to this purpose.

4 enablers ensure the effectiveness of our strategy

- A solid **Food Safety & Quality Management System** supported by robust processes and governance
- Strong **competencies and expertise** across the organization, alongside state-of-the-art technological solutions that enable preventative controls, data mining and digitization of key processes
- **Relationships within the scientific ecosystem**, helping us access the latest scientific developments in food safety and leverage our expertise to continuously upgrade industry standards
- A **Food Safety & Quality Culture**, deployed throughout Ferrero to communicate our key values and reinforce our passion for excellence

At Ferrero, Food Safety & Quality is non-negotiable, it is driving everything we do, together with the passion to create moments of joy for our consumers.

Ferrero Chief Executive Officer

Lapo Civiletti

Ferrero Chief Food Safety and Quality Officer

Monique PELLEGRINO

Luxembourg, 28th February 2024

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