



oterra™

Quality and Product Safety Policy

At **OTERRA** we are committed to ensure the safety of the food products we manufacture and distribute. We recognize that food safety is paramount to our business operations and to the well-being of our customers. Therefore, we have established this Food Safety Policy to demonstrate our dedication to meeting the requirements outlined in ISO 22000:2018 Clause 5.2.1:

- We maintain the required GFSI food safety certifications at all production sites and other certifications required by the customers like Kosher, Halal and Organic.
- We conduct thorough hazard analysis at all stages of food production, from raw material sourcing to product distribution. Utilizing a risk-based approach, we prioritize and mitigate potential hazards to prevent food safety incidents.
- We ensure 100% traceability on all our products and manage product alerts quickly to minimize potential adverse impacts and prevent them from escalating into larger crises.
- We pledge to comply with all relevant legal and regulatory requirements related to food safety. Our operations will adhere to local, national, and international standards to ensure the highest level of food safety.
- We prioritize customer satisfaction and trust by delivering safe and high-quality food products. We solicit feedback from our customers and promptly address any concerns or inquiries related to food safety to maintain their confidence in our brand.
- We establish effective communication channels with our suppliers, employees, customers, and relevant stakeholders to exchange relevant information regarding food safety practices and requirements.
- We ensure leadership accountability and responsibility for the Quality Management System.
- We are committed to providing comprehensive training and development opportunities to our employees to ensure they possess the necessary knowledge and skills to maintain food safety standards. Training programs are regularly conducted to keep our workforce updated on the latest food safety practices and procedures.
- We empower and encourage our employees to take responsibility for the quality and safety of our products.
- We audit to ensure that our business processes are conducted in accordance with agreed procedures.
- We are dedicated to continually improving our food safety management system. By regularly reviewing our processes and procedures, we will identify areas for enhancement and implement necessary changes to enhance the safety of our products.

THE PRINCIPLES APPLY TO ALL EMPLOYEES, DIRECTORS AND OFFICERS IN OTERRA.