

1.0 QUALITY POLICY

Policy Statement

Zazou Ltd recognises that product safety and quality is a prerequisite for the continued market success of their brand and is committed to food safety and regulatory requirements necessary to ensure the storage and distribution of safe, high quality products. The aim is to be a forward thinking, professional company which retains a personal touch and strong customer relations.

Zazou Ltd is dedicated to providing a service that will exceed customer's expectations. The company will operate procedures and practices developed from systematic HACCP studies and will continuously evaluate operations to identify opportunities for improvement.

Food Safety and Quality Objectives

The development of business performance is managed through targeted objectives, established through a monthly management review of the company's operations and backed-up by the provision of adequate resources.

These objectives include a commitment to:

- Zero complaints.
- Improving internal GMP audit results each month ensuring that the facility is "audit ready" at all times.
- Zero non-conformances during 2nd and 3rd party audits each year. This will be reviewed after each audit.
- Zero customer returns.
- Ensuring all deliveries to customers are on time.
- Ensuring full compliance with all statutory regulations and requirements.
- Meeting the requirements of the Safe and Local Supplier Approval (SALSA) standard

Zazou Ltd will update this policy in line with any changes to company operating policies and procedures to ensure that the policy remains relevant.

The company recognises that a continuing contribution from all of our employees is essential to the successful implementation of this policy. The company shall therefore, ensure that all employees receive training and information commensurate with their work activities enabling them to fulfill the requirements of this policy.

Sara Sullivan
Managing Director

Signed: _____ Date: _____

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Document Change Log

| Date | Issue Number | Reason for Change | Issued By | State Location |
|----------|--------------|--|-------------|----------------|
| 12.10.20 | 1 | Original | S. Sullivan | Quality Manual |
| 4.01.22 | 2 | Updated to reflect move to SALSA accreditation | S. Sullivan | Quality Manual |
| 04.01.23 | 3 | Annual review | S. Sullivan | Quality Manual |

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