



# Product Safety Policy





## Introduction

Our foremost responsibility to the millions of people who enjoy our products every day, is to deliver safe products that will improve their lives and not pose a threat to their health in any way. Our ability to continue to engage in our markets as a respected and trusted provider of food and beverage products and advanced water purifiers relies upon detailed, consistent and committed attention to product safety. It is fundamental to our long-term business success and value creation and to the health of our communities.

Of course, many laws and regulations govern food safety in the countries where we operate. We aim to comply with all such requirements without exception. Furthermore, we aim, through our own internal policies and processes, to achieve the highest possible standards of food safety, often exceeding legal demands. Where regulation is limited or not enforced, we apply our uncompromising Strauss Group Product Safety Policy.

In addition to food and beverage products, we are also global manufacturers of water purifying appliances which are used in homes and offices. Although safety requirements relevant to these appliances are somewhat different to those governing food and beverage products, our commitment to safety remains our foremost priority in terms of compliance and beyond.

This Policy describes the way we put into practice our focus on the safety of all our products, serving as a statement of commitment from Strauss Group's Board of Directors and senior executives, a guideline for the managers and employees of our business, and a promise to our consumers and others we interact with.

## Scope

The scope of this Product Safety Policy reaches through our entire value chain. This includes the safety of our products with regard to:

- Product development;
- Procurement;
- Quality control for ingredients, packaging and finished product;
- Manufacturing;
- Packaging;
- Storage, transportation and logistics; and
- Distribution and consumer use.

Additionally, for Water Bars:

- Safe functionality and performance at customers' location
- Water quality as per the relevant claims and standards

## Details

### Product Development and Raw Materials

All product development at Strauss is undertaken according to strict food safety criteria. We avoid use of ingredients that are known to contain potential health risks, while excluding those that are prohibited by regulation in any market. Where possible, we use natural, locally sourced ingredients that are not chemically or genetically modified. Where possible, we establish traceability of ingredients so that we may identify the source of any ingredients safety issue that arises.

## Safety Procedures and Testing

Our safety protocols require comprehensive food safety testing and analytics throughout the manufacturing process. The ingredients we use are thoroughly tested for human safety and are sourced from established, reliable suppliers who maintain strict safety practices and provide Material Safety Data Sheets for ingredients supplied to Strauss facilities. Raw materials and manufactured products are fully tested in line with the strictest safety protocols. Any ingredient that does not meet specification is rejected.

Similarly, we maintain uncompromising food safety controls in our manufacturing facilities, ensuring food handling is by trained staff, pre- and post-production storage is according to safe-handling specifications and that our manufacturing facilities are clean, hygienic, well-maintained and free from contamination. Our facilities undergo frequent safety audits by our own trained staff where available, regulators or external auditing bodies.

## Allergenic Ingredients

We are considerate of the needs of our consumers who are allergic to different ingredients. We label our products responsibly and make an effort to manufacture and supply products that are free of allergenic traces. Where the manufacturing process does not allow this, we label the product in a way that ensures consumers can make informed choices.

## Safety in our Supply Chain

Our responsibility for the safety of our products does not stop at the gates of our manufacturing facilities. We design and pack our products in such a way that they will remain safely intact through transportation to customer logistics facilities and in retail displays for consumers, under normal handling conditions. We define specifications for product transportation, storage and display, and provide instruction for our own delivery staff and third-party logistics providers accordingly.

## Product Recalls

On the rare occasions that a safety issue is identified in any of our food or beverage products that may affect the health of consumers or may mislead consumers, we act without hesitation to implement a recall of all affected products, while ensuring we inform the relevant local or national authorities while maintaining full transparency. We are committed to preventing any potential threat to the health of our consumers everywhere. If a safety issue occurs, we investigate thoroughly and implement actions to prevent recurrence. All our product packaging lists details of our Consumer Call Centers for reporting of safety issues for our immediate attention.

## Compliance

We comply with food safety, packaging and labeling laws and regulations, as well as those governing our Water Bar appliances, in all the markets in which we operate, exceeding minimum legal requirements where relevant or possible. We maintain strict monitoring of emerging and new legislation and amend our systems to enable early compliance.

Strauss Group employees involved in food production and distribution receive training in relevant aspects of food safety and are expected to take personal ownership for issues they may identify. Further, we encourage our employees to be vigilant and proactive in identifying potential safety risks, raising alerts regarding safety issues and doing everything they can to ensure that consumers have a safe and healthy experience with all Strauss products.

We comply with regulations for reporting of issues relating to food safety to regulatory authorities. We report with full transparency, accuracy, in the required detail and in a timely manner. Where required, we cooperate fully with regulatory and/or industry bodies to examine safety issues and prevent recurrence.

Further, we promptly and fully communicate changes in product formulations via range of channels to ensure consumers are appropriately informed of ingredients that may affect their purchasing decisions.

The executive management of each Strauss Group company is responsible for ensuring the implementation of food safety policies, procedures, audits, analyses, training and continuous improvement measures throughout our supply chain. Several functional leads in each company have a responsibility in supporting these policies including managers in product development, procurement, manufacturing, quality, logistics and sales.

All employees involved in product handling are expected to be proactive in terms of food safety and take personal responsibility to raise alerts in the case of any issue identified.

## **Communication**

This Policy is available to Strauss Group employees through our internal internet portal and externally on our corporate website