

1.2 PRODUCT QUALITY AND SAFETY

At Hochland, the highest standards of quality and hygiene in production are observed so that the products that are delivered to customers and Consumers are safe and meet their expectations in 100%.

***“Quality is not just an action, it is a habit (the culture of the organisation)”–
Aristotle***

***“Quality means always doing your job correctly”
– Henry Ford***

The above mottoes illustrate why the focus at Hochland is on Employees, Teams and product safety. Hochland pursues a company culture that enables everyone to take responsibility for both the quality and safety of its products and for work-

place safety. All Hochland Employees know and understand their responsibility in this regard as part of their job. Quality management is not just an action, it is the culture of our organization and the awareness of the quality and safety of our

products. We have implemented the “ZaSERwuj Jakość” (Serve the Quality) programme intended to raise the quality awareness of our employees, expanding their knowledge of quality topics in an interesting and accessible way.

The Quality and Food Safety Policy is based on:

– Hochland’s Mission, Vision 2025 and company Strategy, approved by the Management Board

– Managers

– All employees

Compliance with the GFSI standard (Global Food Safety Initiative), as well as internal standards and customer standards are the basis for all Hochland sites.

The company aims to achieve a high level of performance in all GFSI and customer audits:

- IFS (higher level, $\geq 95\%$)
- McDonald’s SQMS (grade A) – for the Węgrów site.



1.2.1 SAFETY AND QUALITY OF RAW MATERIALS ARE A GUARANTEE OF GOOD PRODUCT QUALITY

The quality of raw materials is paramount as it impacts food safety, as well as the taste and nutritional values of the products. **Thanks to high-quality raw materials,** Hochland can provide healthy and tasty products to the customers.

Milk supplied to the Hochland site must meet certain parameters. We place stringent requirements on our milk suppliers, in particular when it comes to milk quality. On the one hand we require, on the other we provide our partners with support.

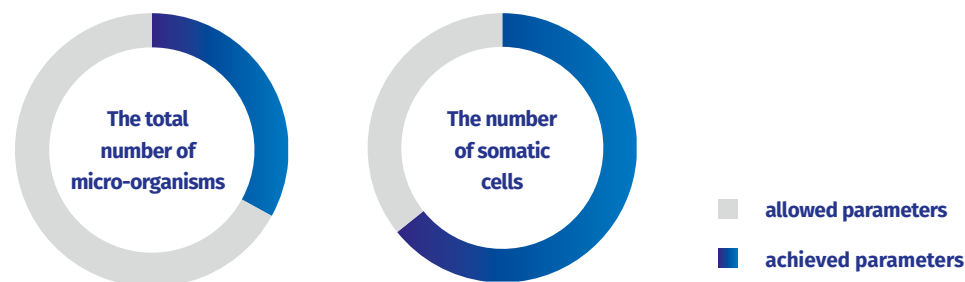
Ensuring the highest quality raw material is supported by modern technologies. In 2024, Hochland and its technological partner implemented a robust and repeatable solution, independent of weather conditions, which automatically measures milk parameters upon acceptance. This implementation has provided a significantly higher milk acceptance throughput, which has also ultimately translated into shorter unloading times.

Quality of purchased milk

1. Microbes and Somatic Cells:

- The total number of micro-organisms in 1 ml of milk must not exceed 100,000
- The number of somatic cells in 1 ml of milk must not exceed 400,000

Quality of milk purchased by Hochland Polska in 2024



2. Pharmacological Substances:

- Milk must not contain residues of pharmacological substances, hormones, antibiotics, pesticides, detergents or other harmful substances.



AWARD

Award for Almette in category “Serek kanapkowy” in 10th edition of Competition We Read Labels 2024.

The competition Czytamy Etykiety (We Read Labels) is unique in that it is the only Polish ranking in which the consumers choose the winners and not a jury. The We Read Labels competition focuses on promoting products with simple ingredients which stand out in the market compared to others in their categories. Thanks to the competition, consumers can easily find out which brands offer the highest quality products.

