

Quality Policy

The **SEDAMYL Group** undertakes to supply its customers and partners in the food and pharmaceutical sectors, chemical and industrial applications and animal feed industries with products deriving from cereals and services that meet the maximum quality and reliability standards.

Our plants are operated according to the recognized quality standards (ISO 9001), food safety, health and workplace safety standards as well as respect for the environment. Our group has created and applied an ethical commitment charter. We are committed to producing Halal certified products in compliance with Halal guidelines.

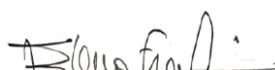
The success in our mission and the continuous improvement of our performances leads to an increase of our customers' satisfaction, creates value for our partners, motivates our staff and, by doing so, ensures a future growth to our company and its own commercial partners in a sustainable way.

We respect for our basic values by applying total quality principles every day and aiming at constant improvement as follows:

1. **Safety:** We ensure that our finished goods and production processes comply with the required regulations and quality standards which are applied in staff health and safety as well as in food, pharmaceutical and feed safety. This involves a Risk- Based Thinking model in order to identify threats to our own processes, to plan corrective actions and to highlight and make use of the opportunities for improvement.
2. **Customer care:** We establish a good business relationship with customers in order to understand their requests and expectations, show the maximum availability and flexibility to ensure them a high level of satisfaction. To be recognized as a key element in our customers' global success, it is important to create and sustain a collaborative relationship. We provide prompt and appropriate responses and implement preventive and corrective measures as regards customers' concerns.
3. **Initiative:** We provide a working atmosphere where staff can reach a high level of professionalism and quality by using and developing their capacities and talents in which their creation of value for the company will result in personal satisfaction. We do this by applying creative solutions through the whole industrial process in order to reach the agreed requirements in terms of performance, costs, timing and quality.
4. **Team spirit:** We promote cooperation between our working groups and our partners so as to provide our customers with the best global solutions, meeting their expectations in each field of our business. A clear comprehension of responsibility by the whole staff, concerning the quality of our products and services, must be ensured in order to reach an excellent production.



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