

The LSG Group Quality and Operational Compliance Policy



QUALITY



FOOD SAFETY



HALAL



SECURITY



EMPLOYEE SAFETY
& RAMP SAFETY



ENVIRONMENTAL
MANAGEMENT

Our Aim

At the LSG Group, we base our long-term business success on Quality and Operational Compliance. We exceed our customers' expectations by delivering the highest-quality products and services while caring for our employees in a sustainable manner. In our constant effort to increase our competitiveness, we strive to match our business priorities with all regulatory requirements, internal policies and customer expectations, today and in the future.

Our Backbone

- **Product and Service Quality:** Food is our passion, our greatest source of pride. We provide excellent food at a consistent and highest quality level, delivered with world-class service, on time and at the best value for money on a global scale.
- **Food Safety:** The health and well-being of our customers' clients is of paramount importance to us. We are committed to providing safe food to our customers in every area of the business, following clearly defined standards and guidelines.
- **Special Customer Requirements:** Our customer base reflects the diversity of the world. We work to consistently offer quality solutions that fulfill the required cultural, religious (for example, halal) and special dietary needs of our customers.
- **Security:** Security is of utmost importance at the LSG Group. We protect our business operations and assets around the globe to ensure the security of our employees and customers.
- **Employee Safety & Ramp Safety:** We provide and maintain a safe working environment for all employees, and strive to mitigate and control any risks in the workplace.
- **Environment:** We endeavour to prevent pollution, minimize our environmental footprint and be mindful of the way we use our resources. Our "Thinking Green" approach is also designed to meet the environmental expectations of our customers and shareholders.

Our Commitment

We commit to comply with all applicable regulations by following our processes and procedures, in order to provide safe and consistent products and services in a secure environment. We assert that:

- **Compliance** with regulatory requirements is non-negotiable.
- **Customer focus** is essential to protect their interests at all times.
- **Continuous improvement** is a core element of our strategy that underlines how we plan our businesses' processes and apply procedures to regularly review and measure our performance.

The Executive Board is committed to this policy and fully supports everyone authorized to carry it out.

Erdmann Rauer
Chief Executive Officer

Dr. Kristin Neumann
Chief Financial Officer/Labor Director

Jochen Müller
Chief Operating Officer