



Quality and Food Safety

1. Policy Statement

Fundamental to Britvic's core purpose of "making life's everyday moments more enjoyable" is ensuring provision of consistently high-quality products and services that delight our customers and consumers. We are committed to sustaining an environment which promotes a quality and food safety culture within our operations to provide trusted brands across our markets.

2. Policy Owner and Governance

The Director of Quality, Safety and Environment (QSE) owns this Policy on behalf of the Chief Executive Officer and is accountable for Quality and Food Safety standardisation. The Chief Supply Chain Officer, supported by the Supply Chain Directors for each business unit, are responsible for delivery of the policy requirements within their operations. The PLC Quality, Safety and Environment team has responsibility for setting out the 'Integrity' management system requirements, which includes specific centralised Quality and Food Safety standards, procedures and specifications. This team also report on Quality and Food Safety management compliance and performance to the Executive Team.

3. Who does it apply to?

It applies to all our employees globally in the Supply Chain, Quality Safety Environment (QSE), and Design and Development functions.

4. Policy Detail – What do I need to know or do?

Our Quality and Food Safety Commitments

- We will manufacture and deliver products that meet the highest quality and food safety standards.
- Our decisions and actions are appropriately focused on the satisfaction and protection of our customers and consumers.
- We will comply with all relevant legal and regulatory requirements relating to the Quality and Food Safety of our products and services across our business units.
- The Integrity management system's effectiveness will be continually verified through certification to recognised international standards, such as ISO 9001, FSSC22000 and IFS.
- We will foster a Quality and Food Safety culture by developing capability through structured training, communications and awareness for our employees.
- We will continue to set challenging targets to drive excellence within our operations and implement appropriate management programmes to deliver them effectively.



- We will regularly review and continually improve our Quality and Food Safety policy and standards in line with legislation, stakeholder requirements and identified risks and opportunities.
- We will ensure our suppliers and contractors comply with our Quality and Food Safety commitments. Their materials and services will be monitored through a Supplier Development programme.

Your personal role:

- You need to understand this Policy and follow the Quality and Food Safety requirements and procedures for your location.
- You must report any instance of product or process nonconformity, using either routine or emergency methods of communication as appropriate.
- You must report any condition or practice that could cause or contribute to a quality or food safety issue.
- You must escalate to your line manager or a member of the local business unit / PLC Incident Management Team anything that could cause harm or serious dissatisfaction to a customer or consumer. (See Major Incident Business Management Policy for escalation criteria.)
- You will proactively participate in problem solving and taking actions to prevent Quality and Food Safety issues.
- As required by job role, you must complete, arrange or conduct any Quality and Food Safety training within the planned timings.

5. Policy breach and consequences – What happens if I don't follow it?

If you don't follow or fully comply with this Policy, you could be putting our commitments to our customers and consumers at risk. The impact could be as serious as consumer dissatisfaction or harm, regulatory penalties or reputational damage to the business and its brands. Any failure of this policy may be investigated as a disciplinary matter and could be considered as non-compliance as part of your GPS review.

6. Related Documents

- Major Incident Business Management Policy
- You need to know about the Quality and Food Safety information, systems or procedures that are local to where you work. You can find these on the 'Integrity' management system software tool or via your local Operations and Quality Management teams.

7. Terms and Definitions

Consumer – The end user of our products.

Customer – Any person or function, internal or external, that receives our products and services.

Nonconformity – An occurrence where a process, product or service does not meet the required standard or specification.

Quality and Food Safety Management System – The arrangement of interrelated processes, standards and principles that manage the achievement of Quality and Food Safety objectives.

Simon Litherland, Chief Executive Officer

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