

QUALITY AND FOOD SAFETY POLICY

Heineken Beverages, a producer of alcoholic and non-alcoholic beverages believes that success depends on the supply of high quality products and services that meet or exceed customer and consumer expectations. Fundamental to this belief is the responsibility to ensure the products manufactured are SAFE, COMPLY WITH LEGISLATION, are AUTHENTIC and most of all, meet only the HIGHEST QUALITY standards.

Heineken Beverages is committed to continually enhance the reputation of the brands it produces and maintain consumer confidence in its products through the development and implementation of quality and food safety systems, standards, and practices. We commit to continuous improvement, which is measured, evaluated and validated for effectiveness internally and externally.

Heineken Beverages believes that the responsibility for achieving quality and food safety commitments lies with each employee in the execution of their jobs and their relationship with stakeholders. The Company recognizes that a successful food safety and quality culture can be achieved only by following safe working practices and procedures developed through effective hazard analysis, training, and experience. Food safety is thus the responsibility of all employees that have direct influence on ingredients, packaging, manufacturing, storage, and the transport of our products. The following food safety and quality principles are the foundation of our commitment to:

- Manufacture and deliver products that meet the highest food safety and quality standards.
- Meet local and international industry specific statutory and regulatory requirements for quality and food safety.
- Ensure sustainable food safety and quality performance through implementation and certification of effective food safety and quality management systems compliant with the latest Quality and Food safety certification schemes in all operations.
- Validate the effectiveness of the food safety and quality management systems through internal and external audit processes recognized by the International Standards Organisation and the Global Food Safety Initiative.
- Build food safety and quality capability through structured programmes that develop technical skills, increase awareness, manage risk and drive increasing levels of excellence.
- Continually review food safety and quality policies, standards and procedures to effectively manage food safety and quality risks associated with changes in products, processes and technologies.
- Set annual measurable food safety and quality objectives for all operations, and to ensure continuous improvement and compliance with all standards.
- Ensure that suppliers and contractors embrace the same food safety and quality commitments, and monitor the materials and services they supply through audits and incoming inspections.
- Communicate food safety aspects and requirements to suppliers, partners, customers and consumers by establishing specifications for ingredients and packaging materials, product storage and consumer guidelines.
- Communicate food safety and quality aspects, strategies and performance to associates, consumers, customers and principal stakeholders that have an impact on, or are affected by the Company's food safety and quality management systems.

This policy will be reviewed annually.



Jordi Borrut
MANAGING DIRECTOR
September 2023