



## FOOD QUALITY AND SAFETY POLICY

**GENERAL MARKETS FOOD IBERICA, S.A.U.**, as a company specialising in food distribution, is characterised by professional efficiency and capability to provide high quality service to our customers.

In this regard, **GENERAL MARKETS FOOD IBERICA, S.A.U.** is committed to establishing an Integrated Food Quality and Safety Management System, making available to our customers the human means and resources necessary to provide efficient, safe, quality products and services and guarantee continuous improvement.

### VISION

- To be the **leading wholesale distributor** in the Spanish market

### MISSION

**Maximise benefits for our customers**, through the following actions:

- Adding value to processes and operations.
- Working with quality and safety as a common objective, adapting to customer needs, diversifying what we offer and promoting innovation.
- Providing high quality service, business advice and rapid management solutions.
- Generating value through our efficiency, optimisation of processes and creation of new commercial applications.
- Consolidating relations with our customers while maintaining high levels of satisfaction.
- Ensuring continuous improvement.
- Complying with the applicable legal and regulatory obligations as well as others that the organisation establishes, including those specifically related to food safety.
- Establishing food quality and safety objectives, in accordance with the strategy expressed in this policy, which are found in all the company's processes and areas.

### STRATEGY

- National level business with local level decisions

### VALUES

- **Customer:** dedicated to our internal and external customers
- **Results:** meet our objectives
- **Commitment:** fully committed to the company
- **Development:** we grow helping others to grow
- **Effort:** give 100%
- **Excellence:** quality in everything we do
- **Generosity:** provide and share
- **Optimism:** positive and constructive attitude

Lluís Miquel Laboriu Munte  
Managing Director

A handwritten signature in blue ink, appearing to read 'Lluís Munte', written over a light blue grid background.

Vilamalla, 25 november 2019