

GRUPO PANSTAR

QUALITY POLICY

Grupo Panstar's main operations consist of manufacturing and marketing an extensive range of pre-baked bread and frozen pastries.

Our mission is the basis of our business culture and is defined a Group belonging to the frozen dough sector with a clear customer focus throughout the company. Willing to innovate, in technology, product and business organisation. The customer is the foundation of the company, they are the factor that allows us to continue and that which defines the business.

Ensuring and improving quality is part of the management of any business that hopes to have a future, is responsible, effective, profitable and essential for the sustainable development of the Group and therefore a leader in all the operations we undertake. Quality is manifested in each of our actions and accompanies us in everything we do. Each of the people who are part of the Group takes this mission seriously and works tirelessly to ensure it is fulfilled.

Our commitment to quality is founded on the following **BASIC PRINCIPLES**:

- **Customer Satisfaction:**

Knowledge of the needs of the customer and consumers and commitment to ensuring our products and services fulfil their expectations, creating value, to earn their trust day to day and ensure that they are their preferred choice in a constantly changing market.

- **Continuous Improvement:**

We actively promote the involvement of all the employees continuously to improve processes and products that increase the competitiveness and quality the processes, products or services. We assess and consider market trends that affect products, customers and consumers, offering modernity and innovation.

- **Compliance with Legal Regulations:**

The Group maintains its commitment to ensuring strict compliance with current legislation and application regulations.

- **Food Safety:**

Our fundamental responsibility is to ensure strict safety and food quality standards in the links in the chain in which the Group is present.

Each employee who has a direct impact on the ingredients, preparation, storage or transport of the product, through the supply chain, is responsible for our products being safe and of high quality.

Management makes a commitment to guarantee fulfilment of all the food safety and quality management systems that the organisation has decided to adopt.

- **Health and Safety at Work:**

We are committed to preventing work-related accidents and illness. We ensure that the working environments are safe and appropriate for the employees, suppliers and third parties.

- **Productivity:**

Always seeking to optimise all of the company's processes: industrial, logistical, organisational, etc., while maintaining our quality standards.

- **Communication:**

To apply, as a code of conduct, respect and open communication in relations with customers, suppliers and other social agents, building solid and mutually beneficial relationships.

Likewise, the principle of communication applies to the relationships among all the employees of the Group to promote fluid cooperation and involvement in achieving common aims.

- **Good Manufacturing Practices:**

Systems that require to be operated according to Good Manufacturing Practices, which include cleaning and disinfection, personal hygiene and monitoring of premises.

- **HACCP:**

Hazard Analysis and Critical Control Points Programmes that are implemented in situ to prevent and deal with physical, chemical and biological hazards.

- **Environment:**

The Group commits to sustainable business practices with continuous improvement in terms of the environment.

- **Personal Responsibility and Ethics:**

The Group is made up of competent and motivated people who respect our values and professional ethics, we offer them equality of opportunity for development and promotions, we protect their privacy and we do not tolerate any form of harassment or discrimination.

In summary, the commitment we make is to guarantee that the whole company is guided by these principles and to not lose our identity, to continue on the path we have taken. We will therefore continue to set ourselves new challenges, investing in infrastructure, R + D and believing in people.

Signed:



Isabel Martínez Ruiz
Director General

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