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Nestlé Quality Policy



Issuing department

Corporate Quality Management

Target audience

All employees

Approver

Executive Board, Nestlé S.A.

Repository

All Nestlé Principles and Policies, Standards and Guidelines can be found in the Centre online repository at:

<http://intranet.nestle.com/nestledocs>

This document is also available as GI-31.000-5 at:

http://thenest-eur-hq.nestle.com/TP/TP_OPIN/

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Commitment of Top Management

At Nestlé, Quality is an integral part of our Nestlé Corporate Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred by our consumers and customers. They are essential for the achievement of our ambition to be recognized and trusted as the leading food, Nutrition, Health and Wellness Company.

At Nestlé, our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to take action in order to protect our consumers, customers and our brands.

At Nestlé, our Quality Policy summarizes the essential elements of our commitment for excellence and includes:

- Fostering a quality culture with the objective of developing, manufacturing and providing products and services with zero defects that are trusted and preferred by our consumers and deliver on our nutrition, health, and wellness promise,

- Complying with relevant laws and regulations as well as internal requirements,
- Continuously challenging ourselves to improve the quality management system to guarantee food safety, prevent quality incidents and eliminate defects through the review of quality objectives and results,
- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

At Nestlé, we implement the Quality Policy through the application of our Nestlé Quality Management System.

At Nestlé, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that Quality Policy is reviewed annually and communicated to all employees and third parties.

Quality is about trust. Each and every one of us has the power to influence this trust through our dedication to the quality of our products and through our passion and leadership.



Paul Bulcke
Chief Executive Officer

Nestlé Quality Policy

Quality is all about the trust of our **Consumers and Customers**.

At Nestlé, Quality is the foundation of our company and is fully embedded in our Nutrition, Health and Wellness promise. Every day, Nestlé products and brands are chosen by millions of people all over the world to fulfil their nutrition, health and wellness needs, at every moment of the day, and across their lifetime.

This trust is based upon our quality image and our reputation for consistently delivering high-quality products. It has been built up over many years, ever since Henry Nestlé created the first *Farine Lactée Nestlé* in 1867.

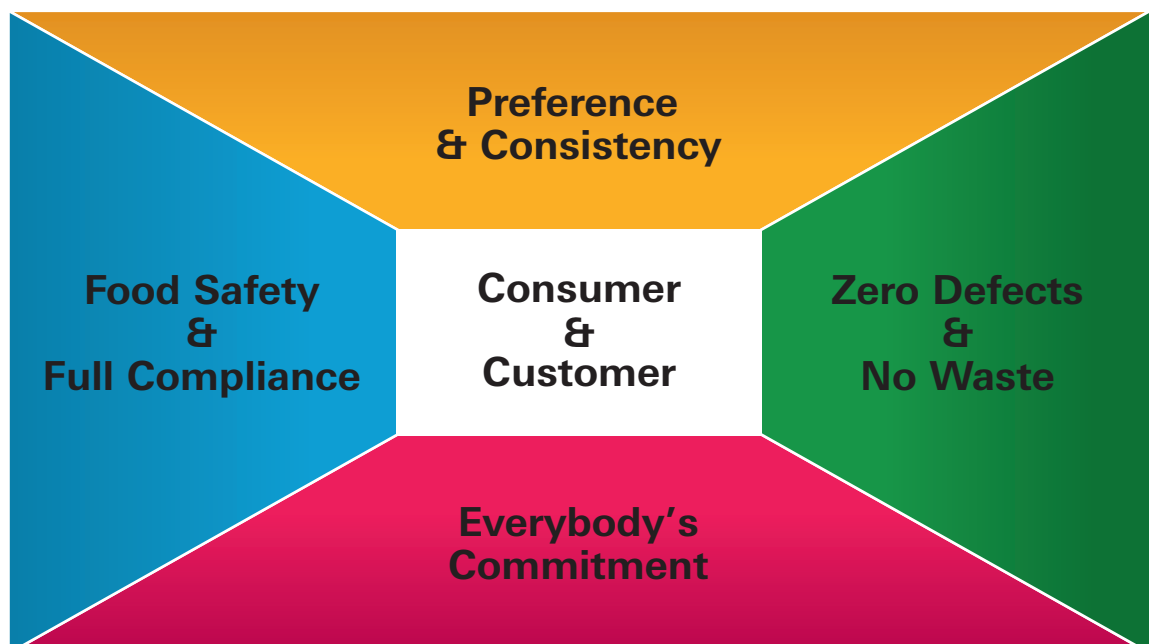
Every product on the shelf, every service and every consumer and customer contact helped to shape this trust. A Nestlé brand name on a product is a promise that it is safe to consume, that it complies with all relevant laws and regulations and that it constantly meets our high standards of Quality.

Each and every Nestlé employee is involved in and dedicated to achieving high Quality standards for our consumers and customers through the application of the Nestlé Quality Management System.

To sustainably create value and to effectively and efficiently build customer and consumer trust, Quality at Nestlé is to:

1. Guarantee **food safety and full compliance** by respecting our policies, principles and standards with full transparency,
2. Ensure **preference and consistency** to delight consumers and customers by valuing what they value and by offering products, systems and services that always meet or exceed their expectations,
3. Strive for **zero defects and no waste** by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage, and
4. Engage **everybody's commitment** across our complete value chain and at all levels of our organization to build the Nestlé Quality Culture.

We make Nestlé trusted



The Nestlé Quality Management System

The Nestlé Quality Policy, which applies across the complete Nestlé Group and which is complemented by unit-specific Quality Policies, is achieved through the implementation of the Nestlé Quality Management System (NQMS).

All functions across the value chain are responsible for achieving Quality objectives and continuously improving Quality performance. The Quality Function acts as the guardian and the challenger of the NQMS.

Management by process is an essential principle of NQMS. It provides the framework for attaining and maintaining compliance, measuring performance and continuing to achieve consumer and customer delight.

We ensure full alignment of NQMS to ISO Quality standards. NQMS is implemented across our organization and verified by independent third party certification bodies. We expect that our external business partners (vendors, contract manufacturers, licensees, joint ventures, and customers) demonstrate their alignment with our requirements to achieve food safety and compliance.

We foster a quality culture by developing quality awareness through the organization and encouraging a management attitude that anticipates potential Quality issues. We empower all Nestlé personnel with the necessary competences and tools in order to consistently fulfil policies, principles and standards.

We continuously improve by challenging ourselves. We involve all employees across the whole Value Chain to achieve and maintain consumer trust.

We enhance the effectiveness of NQMS through the use of the management tools and methods provided by Nestlé Continuous Excellence (NCE) and GLOBE data management solutions.

The NQMS is composed of three main elements:

The Quality Standards capture the knowledge and expertise of Nestlé professionals to ensure a consistent application of what we know. Quality standards incorporating centrally established generic and product-specific requirements are managed through locally defined operating quality manuals. Country specific standards, based upon local regulatory requirements, are incorporated at the local level.

A Continual Improvement Management Cycle to ensure an effective and efficient management of Quality processes, to measure performance, and drive the enhancement of our Quality culture.

A Process-Based Management System encompassing the whole value chain in which all functions are responsible to define and manage the processes they own which can impact on product safety, compliance and consumer delight. Support Functions provide assistance, expertise and tools in order to meet the NQMS requirements and to achieve the quality objectives.

