PRODUCT INTEGRITY POLICY

YOUR DEPARTMENT: FSQ / Internal Audit

Owner: **Maria Rosaria Petracca**

Distribution: **All Employees**

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Policy Owner:	**Policy Champion:**	
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WHAT'S COOKING?

Product Integrity Policy

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Product Integrity Policy

EFFECTIVE DATE

This policy supersedes the previous FSQ Statement of Quality & Product Integrity, and complements the Code of Conduct as well as HSE&FSQR policy.

1. INTRODUCTION & SCOPE

1.1 This policy applies to all employees, contractors, and stakeholders of What's Cooking?, a committed advocate for product integrity in the food industry. Recognizing the importance of building trust and a transparent supply chain from sourcing to production, excellence in quality, food safety, integrity throughout the supply chain, up to distribution of our products – and which we do so for our suppliers and customers, consumers and other stakeholders.

1.2 This policy applies to all What's Cooking? locations and to all employees, temporary workers, contractors and relevant business partners whose activities may impact product integrity. It establishes our Group-wide commitment to ensuring the safety, quality, legality, authenticity and integrity of our products throughout the supply chain, from sourcing of raw materials through production and distribution to our customers and consumers.

2. POLICY IMPLEMENTATION

2.1 Our Product Integrity Policy is brought to life through the What's Cooking? values. Day by day, side by side, we work together to protect product integrity throughout our supply chain. Crafting with care, care by crafting, we take responsibility for ensuring safe, legal, authentic and high-quality products. Confident & courageous, we speak up and act when food safety, quality or product integrity may be at risk. Through these values, we build trust with our customers, consumers and partners and continuously strengthen our Product Integrity and Food Safety Culture.

3. OUR EXPECTATIONS FOR EMPLOYEES' PERSONAL BEHAVIOR

3.1 Ensuring effective product integrity within What's Cooking? is crucial for maintaining customer trust, safety, and compliance with regulations. These three key behaviors for our employees help to achieve this:

3.2 Adhering to Strict Hygiene and Sanitation Practices

Employees must rigorously follow hygiene and sanitation protocols to prevent contamination and ensure food safety. The examples below are not exhaustive and include:

a. **Regular Handwashing**: Washing hands thoroughly with soap and water at critical times, such as before handling food, after using the restroom, and after touching potentially contaminated surfaces.

b. **Proper Use of Personal Protective Equipment (PPE)**: Wearing gloves, hairnets, aprons, and other protective gear as required to minimize direct contact with food and prevent contamination from clothing or hair.

c. **Maintaining Clean Workspaces**: Regularly cleaning and sanitizing all surfaces, utensils, and equipment used in food preparation and handling. This also includes properly storing cleaning agents to avoid accidental food contamination.

3.3 Following Standard Operating Procedures (SOPs)

Adherence to established SOPs ensures consistency, quality, and safety in food production. Key examples include, but are not limited to:

a. **Ingredient Verification**: Checking and documenting the quality, source, and condition of all ingredients upon delivery to ensure they meet the required standards and are free from contamination or spoilage.

b. **Temperature Control**: Monitoring and recording temperatures of storage areas, cooking processes, and final products to ensure they remain within safe limits. This includes maintaining cold chain integrity for perishable items and ensuring hot foods are cooked to safe internal temperatures.

c. **Accurate Record-Keeping**: Maintaining detailed and accurate records of all processes, from ingredient sourcing to final product distribution. This includes tracking batch numbers, production dates, and any incidents or deviations from standard procedures.

3.4 Commitment to Continuous Training and Improvement

Ongoing education and a culture of continuous improvement help employees stay updated on best practices and emerging risks. This involves:

a. **Regular Training Sessions**: Participating in scheduled training programs on food safety, hygiene, new equipment usage, and changes in regulatory requirements. These sessions should be tailored to address specific roles and responsibilities within the food production process.

b. **Staying Informed on Industry Standards**: Keeping abreast of the latest industry trends, scientific advancements, and regulatory updates that may impact food safety and quality. This can be facilitated through industry publications, seminars, and professional networks.

c. **Encouraging Feedback and Reporting**: Every employee has a responsibility to protect product integrity. Following our See – Say – Stop principle, employees are expected to speak up and, where appropriate, stop an activity when they identify or suspect a risk to food safety, quality, legality or product integrity. Concerns should be promptly reported to the relevant manager, FSQ representative or other designated contact, without fear of reprisal.

3.5 By adhering to these behaviors, our employees and partners can significantly contribute to maintaining high standards of product integrity, ensuring that the food products reaching customers and consumers are safe, high-quality, and reliable.

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3.6 Therefore What's Cooking? and its employees encompasses the following commitments towards quality and integrity and which applies to each What's Cooking? location:

a. In line with the **What's Cooking? values**: Day by day, side by side; crafting with care, care by crafting; be confident and courageous, we act in line with the HSE& FSQR Policy Charter of What's Cooking?

b. Acting as a socially responsible entrepreneur and taking care of:
   - Cooperation with suppliers and customers;
   - The well-being of **employees**;
   - Impact on **environment**;
   - The concerns of **society**;
   - The interests of **shareholders**;
   - And this always in relation to the **product, services and activities** that we develop as a company.

c. Being committed to producing and supplying products that are:
   - safe, legal and authentic;
   - comply with applicable regulatory, certification and customer requirements;
   - meet agreed specifications and quality standards;
   - fulfil relevant consumer expectations.

d. Promoting a positive Food Safety and Quality Culture through leadership, communication, training, employee engagement, reporting of concerns and continuous improvement.

e. Providing the **necessary resources** in people, machines and methods to execute the policy.

f. Translating the policy into a system with clear **agreements and responsibilities**.

g. Defining **objectives** that are specific, measurable, achievable, realistic, time-bound and focused on **continuous improvement.**

h. Regularly monitoring performance against these objectives and reviewing results at management level to identify actions and opportunities for continuous improvement.

i. Having a **reporting obligation in place and whistleblower** policy and tool if quality, food safety, integrity or legality are violated.

j. Reporting can be made to **the hierarchical supervisor** or, when this is not desirable, the **person of trust, or Chief Compliance Officer,** or any of those appointed in the context of this Whistleblower policy & tool.

4. AUDIT & REVISION

4.1 Regular product integrity audits can be conducted to assess our performance in meeting the objectives outlined in this policy. The results of these audits will be used to identify areas for improvement and inform the revision of our product integrity practices. Open communication and employee involvement will be

integral to the success of our continuous improvement efforts. **Periodic evaluation** of the objectives will take place with at least an annual evaluation.

5. ENFORCEMENT

5.1 Compliance with this Product Integrity Policy is mandatory for all employees. **Open communication** of the policy and its results to all employees will take place through various channels such as memo's, meetings, newsletters, cantina screens, discussions and road shows.

5.2 Violations will be addressed through appropriate disciplinary actions, which may include counseling, training, or, in severe cases, termination. Transparent reporting mechanisms will be established to encourage employees to report non-compliance and provide valuable insights for improvement.

6. RELATED POLICIES

a. HSE & FSQR Policy
c. Procurement Policy
d. Code of Conduct
e. Business Code of Conduct for Suppliers
f. Whistleblower policy & tool