



## **Fazer Group QEHS Policy**

### **1. Scope and approval**

This Policy addresses the principles and framework for how Quality, Food safety, Environment and Occupational Health and Safety (QEHS) related topics concerning all Fazer Group companies shall be approved, executed, managed, and controlled.

This policy supports our Fazer Group strategy and defines our management's commitment to quality, food safety, environment and occupational health and safety. This policy, in addition to its internal use in Fazer Group, can be used also for external communication and setting requirements for our business partners.

Fazer Group Sustainability team is responsible for maintaining and developing this Policy as well as related Guidelines providing more in-depth guidance on the principles set forth by this Policy. The Policy shall be followed throughout Fazer organization. The basis for our co-operation is trust and respect.

This Policy has been approved by the CEO and Fazer Leadership Team. Any amendments hereto must be approved by the CEO and Fazer Leadership Team, except for amendments which are more of a technical nature and which do not alter the overall concept of the Policy. Such technical amendments shall be approved by the Director, Group Sustainability.

### **2. Related documents**

Group Sustainability policy  
Group Crisis Management policy

### **3. Vision and Strategy**

To improve QEHS performance we aim to:

#### **Occupational health and Safety**

- Safety First – We believe that all accidents are preventable. Our clear goal is zero accidents at work and all occupational diseases and physical and mental health drawbacks can be prevent.
- We are committed to provide a safe and healthy work environment where safety considerations are efficiently and effectively integrated into business activities and processes.
- We strive to reduce and eliminate accidents under our control through continuous improvement, learning, training and effective risk management.
- We comply with all national and local legal regulations, safety laws and rules and other requirements in full compliance.
- We set and communicate clear expectations and targets regarding safety on all levels of our organizations
- As safety is a joined responsibility, we recognize the value of



participation of all relevant stakeholders, including where possible and necessary i.e., workers' representatives or contractors' representatives.

- We develop a high level of safety culture that is present and visible in our working environment.
- As such the Safety function contributes to Fazer's transformation and growth strategy by offering a safe and healthy work environment and reliable and efficient operations to our stakeholders and society

### **Quality Excellence and Food Safety**

- Quality and food safety are fundamental for Fazer. We encourage open and honest communication and believe people should always be able to trust and enjoy our products and services.
- Our mission: "Food with a purpose" is our commitment to enrich people's lives with our offering by produce healthy and safe products and services.
- We ensure that our products and services always are of high quality. To improve our quality and food safety performance we constantly monitor objectives and goals which we have set to continuously improve.
- We follow quality and food safety standards that are aligned to industry codes and customer requirements. These standards are applied appropriately in all our business areas and countries in which we operate.
- We comply with all applicable national and local legal regulations and laws and other regulatory requirements in full compliance. Where appropriate go the beyond the minimum requirements.
- Risk based controls are fundamental for Fazer's food safety management systems and are designed to mitigate potential hazards and risks. These controls are critical to our manufacturing and support processes.
- Our products are traceable, which enables us to quickly investigate and address any potential concerns in the marketplace.
- Continuous improvement is a core principle of Fazer's food safety management systems. We achieve this by setting and measuring specific food safety objectives across our Supply Chain. We validate the effectiveness of our food safety management systems through internal and external audits.
- We promise to exceed our customers', consumers', guests' and other stakeholders' expectations

### **Environment**

- Fazer is committed to protecting the environment and the communities in which we operate while producing high quality products and services.
- We manage our environmental risks and minimise the negative environmental impacts by systematic hazard identification and risk assessment to improve our performance.
- We set environmental goals to monitor and follow-up our performance able to continuously improve.
- Our environment approach and vision are connected to



Fazer sustainable policy which aim is to reduce energy and greenhouse gas emissions, prevent waste, use raw material effectively, manage water consumption and emissions to land and water.

- Fazer also aim to prevent the loss of biodiversity, support sustainable farming and animal welfare and focus on promoting sustainable packaging solutions.
- We believe that our commitment to managing operations in an environmentally responsible manner will maximize, value for our co-workers, our customers, our shareholders and the community.
- We adhere all applicable environmental laws and regulations in full compliance.
- We conduct routine audits and inspections to assess environmental and sustainability performance to expectations and define actions to improve

#### **4. Governance and responsibility**

Recognizing that the responsibility for providing and maintaining a safe work environment, quality and food safety is taken care of all our products and services and environment aspects are considered is an integral part of the line responsibility, starting from the CEO, down to the Fazer Leadership Team and cascading further down the line of their respective Business Areas and Business units and/or functions.

#### **QEHS roles and responsibilities**

##### **FLT**

- Ultimate responsibility of Fazer QEHS policy
- Sets Group QEHS objectives
- Approves QEHS long term plan (LTP) as part of group strategy and LTP
- Provides adequate financial and human resources for QEHS programmes
- Monitors and regularly reviews QEHS performance

##### **BA, BU and Functional Management Teams**

- Implement Fazer QEHS policy
- Form and follow practices, instructions and operating models in line with this policy
- Set and reach targets in line with this policy and Group QEHS plans and instructions
- Management at all levels of organisation are responsible for managing QEHS matters in their areas of responsibility
- Provide adequate financial and human resources for QEHS programmes
- Monitor and regularly review QEHS performance
- Ensure the QEHS programs are documented

##### **Operation Managers, Bakery Managers, Factory Managers**

- Plan and provide adequate resources for QEHS programmes



- Develop and ensure safe and high-quality working environment and working practises
- Develop and approve working instructions
- Ensure that QEHS aspects are considered and assessed during organisational and process changes, during purchase and maintenance procedures of machines, equipment, tools and chemicals
- Plan and implement appropriate employee trainings
- Ensure cooperation with employees and encourage appropriate positive attitudes towards QEHS
- Ensure accidents and incidents are reported and investigated appropriately and suitable controls are implemented

### **Production Managers, Restaurant Managers and Supervisors**

- Immediate control and supervision of working environment and habits to support QEHS work.
- Ensure that our products and services are delivered and made according to QEHS policy and instructions
- Participate in improving Fazer ways of working to exceed our customers' and guests' expectations
- Implement QEHS into employee induction and training
- Ensure cooperation with employees and encourage appropriate positive attitudes towards QEHS
- Arrange communication with employees and encourage employees to report any QEHS related improvement ideas and concerns
- Lead/Participate in accident and incident investigations, communicate investigation results to employees, implement controls
- Monitor the working environment, condition of machines, equipment and tools from QEHS perspective

### **All employees' and individuals' responsibilities**

- Follow rules and instructions, ask your manager if something is unclear
- Participate in improving our ways of working to exceed customers' and guests' expectations
- Take care of their own and other employees' safety
- Use machines, equipment and tools in a safe and adequate way
- Support a safe and organised working environment
- Report all hazardous situations, environmental and quality issues to their supervisor
- Stop work if there is serious danger to health and safety and it is not possible to avoid hazard in any other way
- Use defined personal protective equipment and safety controls

### **ESG Steering Group**

- Reviews compliance with the QEHS Policy
- Escalates the needed topics to the Fazer Leadership Team
- Ensures alignment within Fazer on QEHS topics
- Performs the Group QEHS management review
- Assures the decisions are implemented in all businesses



## 5. Reporting and Communication

This Policy shall be made available at Fazer's website. This policy is created in English. In case of any differences in translations English text will apply.

Document owner	Director, Group Sustainability
Original document approved	Group Management Team, 26.10.2016
Document updated	Senior Manager EHS, Group Sustainability, 24.9.2021 (Technical update)
Updated document approved:	Fazer Leadership Team, 8.10.2021
Replaces	Environmental Policy Occupational Safety Policy Quality and Food Safety Policy