

QUALITY AND FOOD SAFETY POLICY

In accordance with global trends in quality and product safety, Organic Gateway is committed to maintaining and continuously improving a structured management system aligned with the requirements of IFS Broker v3.2. To this end, we commit to the following measurable objectives:

1. Customer Focus & Communication

We commit to establishing effective and proactive communication with our customers to ensure their requirements are met and exceeded where possible.

Objective:

Achieve $\geq 95\%$ customer satisfaction rate (via annual survey).

Respond to all customer inquiries and complaints within 1,5 working days.

2. Continuous Improvement of the Quality and Food Safety System

We ensure regular review and improvement of the quality and product safety management system based on risk assessments, audit results, and performance indicators.

Objective:

Conduct at least 1 internal audits per year.

Implement and verify all corrective actions within 30 days of identification.

3. Compliance with Legal and Regulatory Requirements

We guarantee full compliance with all applicable statutory, legal, and professional regulations relevant to our business operations in every market where we operate.

Objective:

Maintain 100% compliance during regulatory inspections and third-party

audits.

Annual legal compliance review documented and approved by management.

4. Respect for Human Rights and Diversity

We promote a respectful and inclusive workplace that values human rights, dignity, and religious diversity.

Objective:

100% of staff to complete annual training on human rights and anti-discrimination policies.

5. Environmental and Ethical Responsibility

We operate in accordance with the principles of sustainable development and ethical business conduct.

Objective:

Reduce paper usage by 25% within 12 months.

Evaluate 100% of suppliers for sustainability and ethics criteria annually.

6. Responsibility for Product Safety and Quality

We take full responsibility for ensuring the safety and quality of the products we trade. This includes implementing and maintaining internationally recognized food safety standards.

Objective:

Zero tolerance for product recalls due to safety or quality defects.

Maintain IFS Broker certification with a minimum score of 94%.

7. Commitment to Product Safety Culture

We actively promote a product safety culture at all organizational levels.

Objective:

All employees to receive annual training on food safety culture.

Conduct 1 product safety culture evaluations per year with documented

follow-up actions.

8. Communication of Commitments

This policy and all related commitments are binding and communicated to all employees, stakeholders, and interested parties.

Objective:

Distribute this policy to all employees and suppliers.

Review and approve the policy annually during management review.

Varaždin, 2026-01-11

Director: Rocco Dodi