



CSR POSITION STATEMENTS

FOOD SAFETY

Food Safety and Quality

We have an absolute obligation to produce food products that are safe and meet the requirements and expectations of our customers.

We identify key performance indicators relating to hygiene standards in our plants and customer complaint levels, and review them regularly. All customer complaints are handled on an individual basis, and any adverse trends dealt with promptly.

Food Safety and Quality Management System

The basis for our management of food safety and quality is our Good Manufacturing Practice Standards (GMP). These set out best practice for the design and layout of our manufacturing facilities, and define the procedures to be put in place for their safe operation.

A fundamental part of our GMP standards is the application of the internationally recognised system of HACCP (Hazard Analysis Critical Control Point). This ensures that all of our manufacturing processes are properly risk assessed at every single stage, and that appropriate controls are always in place.

To make sure that our GMP standards and HACCP controls are effective, manufacturing sites are formally audited by EFSIS and Lloyds Register Quality Assurance to internationally recognised standards. In addition we agree performance standards with each of our major customers that we review regularly during customer visits to our sites.

Food Safety Stewardship

We take a leading role in the UK Dairy Industry's interaction with the International Dairy Federation (IDF). The IDF is a global organisation with the most up to date information on dairy industry issues. We also have regular contact with the Food Standards Agency and the European Commission to ensure we are always aware of forthcoming issues.



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Food Safety Governance

We place great importance on ensuring that our Board of Directors is kept apprised of food safety issues and the Company's performance in this area.

The Board receives a quarterly written report on food safety performance, incidents and issues, and is updated annually in person by the Group Technical Director.

The Group Technical function reports directly to a Board Member to ensure no conflict of interest with Commercial functions, and to ensure an independent approach.