



QUALITY POLICY

Glacier Products Limited (GPL) is committed to producing high-quality food products and services that meet and exceed customer expectations. Our objective is to ensure consistency, reliability, and excellence in everything we do. We believe that all GPL employees play a crucial role in the achievement of our quality commitments through their respective roles. This duty must always be upheld.

To achieve this commitment, we shall do the following:

- Develop and implement a quality management system and Good Manufacturing Practices (GMP) to deliver quality products and services that meet applicable standards, legislation and customer requirements e.g FSSC 22000 and Yum standard.
- Observe and adhere to quality standards during material sourcing, processing, storage and distribution of GPL products to ensure long term sustainability and growth.
- Provide a framework for establishing, achieving, and reviewing quality goals and objectives.
- Effectively communicate the quality policy and requirements to our staff and relevant stakeholders.
- Provide relevant training and support to our staff at all levels and other relevant personnel to advance the quality culture.
- Actively seek customers' feedback and appropriately address them to achieve customer satisfaction.
- Standardize, periodically audit, and review our quality management system, processes, and services for continuous improvement.

This quality policy serves as the foundation for GPL's Quality management system and is communicated, understood, and implemented at all levels within our organization. We shall review and update this policy **annually** to ensure its ongoing suitability and alignment with our business objectives and quality goals.

Dipam Shah
Managing Director

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