



Company policy

Version 5 of the Policy (03/02/2025)
drawn up with the support of the CODIR and the QHSE department

This policy is intended to apply to all the activities of Famille Michaud and to all its employees and partners. It is generally binding on all persons acting on behalf of Famille Michaud.

Our purpose

We're helping to protect everyone's health by constantly devising new products with natural sweeteners, while offering a pleasurable, sustainable diet that preserves biodiversity.

Our 7 missions

- **To promote shared moments amongst family and friends with good, healthy and simple products from breakfast to bedtime.**
- **To guarantee the food safety and traceability of our products.**
- **To promote an exemplary food safety culture** by integrating rigorous practices, ongoing training and constant vigilance to guarantee consumer health and confidence.
- **To design innovative, simple, accessible and practical products** that go beyond consumer expectations, while reducing our impact on the environment.
- **To educate employees about their behaviour and missions, and raise their awareness of the need to protect biodiversity.**
- **To conduct our business with integrity and transparency**, in accordance with the highest ethical standards, in order to create sustainable and positive value for our stakeholders.
- **To select and support our sector in the use of virtuous agricultural practices** that are adapted to climate change by choosing biodiversity.

Our objectives for each mission

Customer focus

1/ Ensure accurate delivery of all ordered products

> Maintain a customer service rate exceeding 98.50%.

2/ Design, define and market distinctive, unique and uncopyable products, while striving to optimise profitability and increase market share

> Increase the success rate of our R&D projects, innovations and core business transformation

> Increase the market share of Honey, Maple and Agave in France, both in volume and value

> Enhance or sustain the profitability of our products

Food safety

1/ Provide our customers with safe products.

> No confirmed complaints related to chemical, biological or physical hazards

2/ Produce precisely the products outlined in the concepts and/or specifications

> Zéro récurrence de réclamations concernant les propriétés organoleptiques (tels que goût, odeur et couleur) et/ou le type d'emballage

3/ Respecter les spécifications des produits définis par nos clients

> Ensure 100% conformity in analytical tests conducted by our customers

Food Safety Culture (FSC)

1/ Empower every employee to play an active role in the company's quality culture

> Assess quality performance across all sectors and reach an 85% target.

2/ Ensure constant communication between departments

> Guarantee monthly cross-functional communication on key performance indicators across the industrial division

3/ Maintain seamless communication across all departments

> Guarantee FSC training for all employees on site, achieving a completion rate of over 85%.

Environment

> Adherence to the commitments outlined in the Environmental Charter

Social & Human Rights

> Adherence to the commitments outlined in the Social & Human Rights Charter

Ethics

> Adherence to the commitments outlined in the Ethics Charter

Responsible Purchasing

> Adherence to the commitments outlined in the Responsible Purchasing Charter