

# MBP Group Quality Policy



MBP has developed expertise providing services to turn one industry's by-product into another industry's raw material. The aim is to achieve sustained, profitable growth by providing services that consistently exceed the needs and expectations of customers. MBP acknowledges the requirement for customer satisfaction and is committed to operating its business responsibly and in compliance with all legal requirements covering all areas of its business activities, operations, and services.

The aim of the organisation is to maintain a superior level of quality that is achieved through the adoption of a system of procedures that reflect the competence of MBP to existing customers and potential customers whilst also satisfying independent audit and regulatory authorities.

At MBP an effective quality assurance management system is maintained to drive continual improvement within the organisation which is aligned to meet the requirements and compliance of the following standards: ISO 9001:2015; ISO 14001:2015; GMP+B3; ISCC EU; RSB EU RED; Italian National Scheme, MarinTrust and the Marine Stewardship Council.

To achieve continual improvement MBP must learn from technology, partners, research, customers, suppliers, key stakeholders, and investigate complaints effectively to prevent reoccurrence. A total quality management system will be maintained to ensure document control.

The development of quality objectives will ensure the organisation assesses and regularly re-evaluates the effectiveness of the business activities. The organisation will provide a framework for setting the objectives and will follow the SMART process. These will be specific to the quality aspects and impacts of the organisation; measured for improvement; achievable; relevant to the quality management system, and in line with the standards held by MBP and regulatory requirements; and time bound.

Quality performance will be regularly reviewed and communicated to top management and all employees. New objectives and targets will be set to drive continual improvement. MBP are committed to improving customer satisfaction; improving supplier performance; as well as increasing employee satisfaction.

MBP will maintain this quality policy, which is appropriate to the purpose and context of the organisation and supports the strategic direction. The policy will be reviewed on an annual basis to ensure its effectiveness and compliance with legislative or organisational changes.

The organisation will educate and develop staff competences through appropriate training in the quality management system. Every individual within MBP is responsible for the quality of their work and all employees are encouraged to consider the quality implications of their actions and effects on others and environment. Specific quality management responsibilities are assigned to qualified and competent personnel. The organisation will ensure adequate resources are available to ensure this policy is effectively communicated and implemented.

A handwritten signature in blue ink that reads "Helen Sainsbury".

**Helen Sainsbury, Group Chief Executive Officer**  
**June 2023**