# MBP Group Quality Policy

MBP has developed expertise in transforming one industry's by-product into another industry's raw material. The aim is to achieve sustained, profitable growth by providing services that consistently meet or 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 applicable legal requirements relating to areas of its business activities, operations, and services.

The organisation aims 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 and potential customers whilst also satisfying independent auditors 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 applicable requirements of the following standards and certification schemes: ISO 9001:2015; ISO 14001:2015; GMP+ FSA FC scheme 2020; ISCC EU; REDcert-EU, MarinTrust and the Marine Stewardship Council. Specifically, for the GMP+ FSA FC scheme 2020, MBP is committed to ensuring compliance with all relevant GMP+ documents and feed safety requirements, including applicable local, national and international feed legislation and agreed customer requirements relating to feed safety.

To achieve continual improvement MBP must learn from technology, partners, research, customers, suppliers, key stakeholders, and investigate complaints effectively to prevent recurrence.

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 Management team and all employees. New objectives and targets will be defined and set to drive continual improvement, which will be monitored and evaluated. MBP is committed to improving customer satisfaction; improving supplier performance; as well as increasing employee satisfaction. MBP is committed to strengthening organisational and supply chain resilience by the application of risk and opportunity-based thinking to identify, evaluate and address matters that could affect service conformity, feed safety, customer satisfaction, compliance, business continuity and the effectiveness of the management systems.

MBP will maintain this Quality Policy, which is appropriate to the purpose and context of the organisation and supports the strategic direction of sustainable growth, innovation, and operational excellence. MBP considers climate change, its associated risks and relevant external developments when assessing their potential effects on its management system, services, and relevant interested parties. MBP's Management team is directly involved in promoting a positive quality culture based on leadership, ethical behaviour, accountability, open communication, learning and the integrity of information. The Policy will be reviewed on an annual basis to ensure its effectiveness and compliance with legislative or organisational changes. The Policy and relevant documentation will be made available and effectively communicated to all relevant internal and external stakeholders.

The organisation will educate and develop staff competence through appropriate training in the quality management system. This will be across all standards within the organisation, including feed safety knowledge. 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 the environment. Specific quality management responsibilities are assigned to qualified and competent personnel. The organisation will ensure adequate resources are available to communicate and implement this Policy effectively, both internally and externally.

**Helen Sainsbury**
Group Chief Executive Officer
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