

FEED SAFETY & QUALITY POLICY



Epol's purpose is to deliver safe, high quality feed products and service excellence in the pursuit of outstanding customer satisfaction to support and enable food security and animal welfare within Southern Africa. To achieve this, we commit to:

- Complying with Act 36 of 1947
- Complying with the prescribed quality and feed safety management systems
- Complying with AFMA Codes of Conduct and guidelines where relevant
- Applying HACCP, conducting routine feed contaminant testing and implementing a comprehensive hygiene programme to eliminate any feed safety risks within our feed mills
- Adopting a customer-centric approach to meeting our customers' quality and feed safety requirements as well as their service level expectations
- Procuring raw materials and services from approved suppliers and ensuring seamless traceability throughout
- Implementing continuous training initiatives and awareness drives with colleagues and contractors to ensure exceptional competency
- Communicating requirements with relevant internal and external stakeholders
- Setting, monitoring, and revising targets and objectives annually which shall encompass:
 - Feed quality
 - Feed safety
 - Customer service
 - Customer feedback (surveys & complaints)
 - Internal and external audits
 - Supplier and service provider
- Continually improving by analysing performance and subsequently implementing improvement solutions and by aligning with national and international developments, technologies, and scientific knowledge

Anina Hunter
Director: Feed

A handwritten signature in black ink, appearing to read 'Anina Hunter', is written over a horizontal line.

Date: 21 September 2023