



ENVIRONMENTAL AND QUALITY POLICY

The Management of **FROXA** recognizes **FOOD SAFETY, PRODUCT QUALITY, LEGALITY, AUTHENTICITY, ENVIRONMENTAL PROTECTION, FOOD WASTE REDUCTION**, and **CUSTOMER SERVICE** as the fundamental pillars of its Corporate Management Policy.

It establishes the general principles that should guide this policy and enable continuous improvement in the design, production, and marketing processes of frozen products.

The concepts of **FOOD SAFETY, PRODUCT QUALITY, LEGALITY, AUTHENTICITY, ENVIRONMENTAL PROTECTION**, and **CUSTOMER SERVICE** apply to both products and services, as well as to all activities and tasks carried out by every member of the organization.

General Objectives:

- To prioritize **QUALITY, FOOD SAFETY, LEGALITY, AUTHENTICITY, ENVIRONMENTAL PROTECTION**, and **CUSTOMER SERVICE** in the execution of all activities throughout the Organization.
- To ensure **CUSTOMER SATISFACTION**, taking into account our commitments to **continuous improvement, sustainability**, and **pollution prevention**, while complying with applicable legal requirements and any other environmental obligations the organization subscribes to.
- To provide **defect-free, safe products and services** that meet customer expectations, while committing to minimizing identified environmental aspects.
- To **enhance the competitiveness** of products and services.
- To ensure the allocation of the necessary **human, technological, and financial resources** for the implementation of a structured and integrated **Environmental and Quality Management System** across the entire organization, aimed at achieving the continuous improvement objectives established.
- Guided by the principle that *"Food safety, quality, and environmental protection are achieved through the performance of each activity, not through subsequent inspections"*, to promote a **FOOD SAFETY CULTURE** where staff motivation, professional development, and training—together with appropriate responsibility and authority—strengthen teamwork and ensure both **FOOD SAFETY** and **QUALITY**.
- To ensure that each member of the organization understands the **customers' requirements and expectations** of their work, bearing in mind that internally, each person is both a supplier to the next operation and a customer of the previous one. Everyone's contribution is essential to achieving **customer satisfaction** and **minimizing identified environmental impacts**.
- To conduct our activities in a **sustainable manner**, striving to **minimize negative effects** and **maximize opportunities** to create **positive environmental impacts**.
To this end, it is essential to **promote and encourage environmental responsibility** in all areas under our control, regardless of position or function. **Froxá S.A.** is committed to advancing the **sustainable development** of the communities where it lives and



operates, providing opportunities to support local communities and ensuring that our commitments remain **transparent, ethical, and aligned with our values**.

- To manage **purchasing and inventory efficiently**, and to **optimize production lines** to reduce **food waste** to a minimum.

Quality and effective Environmental Management require a rigorous system and a continuous collective effort for improvement, understanding that these are **not inherent qualities**, but rather the result of the **coordinated effort of all members of the organization**. Our future depends on it.

This Environmental and Quality Policy is communicated to all individuals working for or on behalf of **FROXÁ S.A.**, including contractors operating within its facilities. All are encouraged to support and perform their work in a manner that enables the achievement of ongoing improvement objectives.

Furthermore, this Environmental and Quality Policy is **kept up to date** to ensure its **relevance and effectiveness**, and is **available to any person or organization upon request**.

Santiago de Cartes, October 10, 2025

Management: Denis Vilcoq

Rev. 8