

ENTREPINARES-PROLACTEA DAIRY GROUP GLOBAL POLICY

Our mission, vision and company values are deployed in a coherent and effective way through the established processes, that can be identified, whether current or future ones. The Dairy Group's management model sets forth the **basic principles which ensure the permanent adaptation of our actions** to the changing context of the organization, **as well as business growth and customer satisfaction**.

Our basic principles constitute the **management base** of the Dairy Group, in all its workplaces. Its deployment is carried out through **specific policies**, always with a perspective of efficiency, innovation, and total quality.

The basic principles of action are set out below:

Our key processes begin with the **innovation process** which has been applied to **industrial processes** and culminates in the **marketing of our authentic products, always following our values**, and in coherence with the basic principles described below:

- Any action that takes place in our company involves the concept of business continuity, the innovation process being a fundamental basis herein, which allows **"Creating": "Capturing specific needs and transforming them into solutions"**.
- Ensuring Quality is for the Dairy Group **"Applying" the knowledge for hazard identification and risk management, which allows us to set forth an environment of maximum predictability"**.
- Our processes of "Producing" must **"Lead in the adaptation and improvement of industrial processes in order to maintain and optimize the planned production levels that allow us to meet the specifications of our customers"**.
- **Customer expectation management** through our **business activities** is developed by **"Making the customer visible throughout the whole Organization"**.

These key processes compose a tandem with our support processes that must always be aligned therewith, to ensure business continuity. The basic principles that rule our support processes are identified bellow:

- The management of human potential ensuring Occupational Safety and Health is conceived as a **"Service to the person. Our workers and collaborators convey our best image to Society"**.
- We develop and market products for human and animal consumption, so putting safe food on the market is our top priority, **"Being conscious that millions of people put their health in our hands"**.
- Our concept of quality is **"Achieving the operational excellence of our processes to satisfy our stakeholders"**.
- The **quality control of milk and production processes** is designed around the concept of measurement, its purpose being to **"Convert physical reality into reliable information for decision making"**.

- The interaction with our context is based on our interpretation that **"Sustainability is conserving and improving our environment"**.

- Attending to legal and regulatory obligations allows us **"To guarantee business continuity in the legal and regulatory environment"**.

- Technological advances allow for a **"Profitable and secure technology in the service of the business"**

- Business continuity is also based on the generation of new resources, **"Our goal is to optimize the Group's financial resources in a sustainable way, generating maximum profitability and value"**

- The Purchasing and Planning function has **"The aim of providing and managing in a responsible, sustainable and transparent manner, at the lowest overall cost and with the minimum risk for the business, the goods and services that the Dairy Group needs to develop in its business activity according to what is set forth in its vision."**

This policy is **flexible and dynamic**, adapting to **the evolution of the market**, to our **strategic planning**, to the **values** of the organization, the behaviour of our **results** and to the **best** practices of the sector. Moreover, it changes to the **different situations that may occur in our current or future work centres, observing the legal and regulatory guidelines** that affect our current and future activities at all times.

The **ongoing improvement** of the Dairy Group is associated with the continuous improvement of our processes and products and focused on the results upon its stakeholders. Analysing the improvement options, applying the defined actions, evaluating their results and extending the best practices allows us to ensure the application of our Total Quality model and the organization learning.

These guidelines affect **all the partners of the Dairy Group** onto which the responsibility of intervening in the different processes falls directly or indirectly.

Compliance with our policy is ensured by **establishing objectives and indicators** that allow us to be able to react to any change in our environment (internal and / or external), and **information management** adapted to the needs of interested parties through an accessible and updated document system that guarantees the application of best management practices.

In Valladolid, on January 2, 2019

José Manuel García Bejines

General Director