

FOOD SAFETY AND QUALITY POLICY

The Vičiūnai Group comprises companies engaged in the production of surimi, fish, seafood, salads and flour-based products in Lithuania and other countries worldwide, as well as trading and logistics companies in Europe, North America and Canada. The Vičiūnai Group contributes to the long-term conservation and sustainable use of living marine resources and ensures compliance with commitments undertaken in accordance with the highest international standards. This Policy forms an integral part of the Vičiūnai Group's vision and values, as well as its Occupational Health and Safety, Human Rights and Social Responsibility, Environmental, Transparency and Business Ethics, Information Security and Responsible Sourcing policies. It is publicly available and accessible to employees, customers, suppliers, business partners, the public and other interested parties.

The Vičiūnai Group is committed to producing and supplying safe products and services that meet legal, customer and applicable international standard requirements.

Food safety culture principles

- Food safety is one of the core values and business priorities of the Vičiūnai Group.
- We promote a culture in which every employee has the right and duty to stop a process, report a risk or non-conformity, and make decisions that ensure food safety without negative consequences, regardless of production deadlines, workload or other operational productivity indicators.
- Food safety culture is a shared commitment of all employees, managers and business partners.

Leadership and management commitment

The management of the Vičiūnai Group actively shapes and supports a strong food safety and quality culture. Management is committed to:

- setting clear food safety and quality objectives,
- ensuring the necessary human, technological and financial resources,
- encouraging open communication and employee engagement,
- making decisions based on science, risk assessment and consumer protection,
- regularly assessing the maturity of the food safety culture,
- ensuring continuous improvement of the organisation.

Managers at all levels are responsible for implementing the provisions of this Policy within their areas of activity.

Product and service quality

We strive to fully meet customer and consumer needs and expectations, and to strengthen their trust and loyalty by ensuring:

- the production of safe, authentic and legally compliant products,
- stable and high product and service quality throughout the supply chain,
- transparent communication by providing accurate and reliable product information and preventing consumers from being misled about product composition, origin, quality, nutritional value or other characteristics,
- effective management of allergen and cross-contamination risks by identifying, assessing and controlling risks related to allergens and other substances that may affect sensitive consumer groups throughout the supply chain, while ensuring proper product labelling and the accuracy of information provided to consumers,
- product traceability throughout the supply chain,
- compliance with customer, legal and international standard requirements,
- continuous improvement of products, processes and technologies,
- implementation of innovations and best practices.

Raw materials, packaging and supply chain management

We seek to ensure that all raw materials, ingredients, packaging and services used meet the established requirements for food safety, quality, legality and authenticity.

- We continuously assess the compliance and authenticity of raw materials and packaging.
- We evaluate suppliers according to risk level and conduct periodic supplier audits and performance monitoring.
- We apply preventive measures against food fraud and food defence risks.

Employee engagement, competence and responsibility

- We foster a food safety and quality culture throughout the food supply chain by increasing employees' knowledge of food safety culture principles, food safety incidents and hazards.
- We define responsibilities and train employees in all areas on their roles and responsibilities for food safety and quality.
- We ensure effective communication among company employees across all areas and levels, including communication about deviations, improvement proposals and employee expectations.
- We continuously develop employees' qualifications and encourage their involvement in operational improvement, the application of their abilities and self-expression.
- We strengthen employees' awareness of and responsibility for food safety and quality, as well as their ability to recognise risks and respond appropriately to incidents and potential deviations.
- We expect every employee to demonstrate personal commitment to food safety through their daily behaviour and to take immediate action upon identifying a potential risk.
- We ensure employee safety and well-being by implementing occupational health and safety, social responsibility and ethical standards in the working environment.

Communication and an open reporting system

- We encourage open, honest and timely communication at all levels of the organisation. Reports are regarded as opportunities to learn and improve.
- Employees are encouraged to immediately report non-conformities, food safety risks, deviations and potential incidents, inappropriate behaviour and improvement opportunities to their direct manager or to the VG Quality Line by e-mail at kokybe@vici.eu or by phone at +37052103300.
- We guarantee the confidentiality of persons reporting violations and take all necessary measures to protect persons reporting Policy violations from any possible negative consequences.

Assessment and continuous improvement of the food safety culture

- To ensure an effective food safety culture, we periodically assess its maturity and effectiveness.
- For assessment, decision-making and continuous improvement, we use employee surveys, behavioural observations, training effectiveness indicators, employee suggestions, analyses of deviations and potential incidents, internal and external audit results, customer feedback and complaints, customer satisfaction measurements, and food safety indicator analyses.
- We continuously strengthen the food safety and quality culture and enhance its effectiveness by promoting the sharing of knowledge and best practices among Group companies, business partners, customers, suppliers and other interested parties, and by implementing innovations, advanced solutions and new technologies.

POLICY IMPLEMENTATION, SUPERVISION AND CONTROL

The management of the Vičiūnai Group undertakes to implement this Food Safety and Quality Policy, allocate the necessary resources required to achieve the established objectives, and invites all employees of the Group companies to join efforts in pursuing these common goals.

We continuously monitor compliance with the principles of this Policy and implement specific monitoring and control systems. Observed violations must be reported to the direct manager or to the responsible person appointed by the Company. To ensure the proper implementation of the Policy provisions, prevention of violations, transparency and trust, the Company has introduced a Quality Line, available by phone at +37052103300 and by e-mail at kokybe@vici.eu, for confidential reporting of Policy violations and for obtaining the necessary information related to its implementation.

The effectiveness of the Policy is assessed at least once a year during the management review. The Policy is reviewed and, if necessary, updated:

- when legislation changes;
- when GFSI, BRCGS, IFS, FSSC 22000 or other applicable requirements change;
- when significant incidents occur;
- when the organisation's activities or strategy change;
- when a need for improvement is identified.

All employees are responsible for complying with the principles of this Policy and actively contributing to the establishment of a strong food safety and quality culture.