

Quality and Food Safety Policy

บริษัท เอ็นเอสแอล ฟู้ดส์ จำกัด (มหาชน)
NSL FOODS Public Company Limited



Introduction

NSL Foods Public Company Limited (the "Company") is committed to producing and developing quality products that are safe for consumers and comply with applicable requirements and laws. The Company continuously improves the effectiveness of its quality management system and ensures timely delivery of products to achieve the highest level of customer satisfaction. The Company operates in accordance with internationally recognized standards and food safety systems, including:

1. ISO 9001:2015 – Quality Management System
2. Good Hygiene Practices (GHPs) and HACCP (Hazard Analysis and Critical Control Point) – Good Hygiene Practices and Hazard Analysis and Critical Control Point System
3. FSSC 22000 – Food Safety System Certification
4. ISO 22000 – Food Safety Management System
5. Halal Product – Halal Product Certification

To strengthen its quality management and food safety systems, the Company has established the following guidelines:

Guidelines

1. Produce and develop quality products that are safe for consumers and comply with applicable legal requirements.

The Company establishes relevant targets and evaluates performance on a monthly basis, together with monitoring and reducing waste generated throughout the production process to remain within defined limits. The Company also implements measures to prevent cyberattacks and threats to its information systems, while continuously monitoring and reviewing its systems to ensure the effectiveness and security of all processes.

2. Maximize customer satisfaction

The Company conducts customer satisfaction surveys at defined intervals and responds to customer complaints promptly and effectively.

3. Ensure on-time delivery

The Company develops efficient production and delivery plans, with targets for on-time delivery in accordance with established schedules. The Company also utilizes systems to monitor and track delivery status in real time.

4. Ensure product quality and food safety

The Company conducts rigorous inspections of raw materials and all production processes to prevent contamination and minimize quality-related risks. The Company applies the GHPs/HACCP system to identify and control critical points where food safety risks may arise. In addition, the Company promptly investigates and takes corrective actions in response to quality-related complaints or issues to maintain the safety and quality standards of its products throughout every stage of the production process.

5. Continuously improve the effectiveness of the quality management system

The Company regularly reviews its quality and food safety systems and implements improvements based on evaluation results to continuously enhance operational efficiency. In addition, the Company provides regular training to employees to strengthen their knowledge and understanding of quality management systems, food safety, and new technologies. The Company also maintains a data backup system and regularly verifies its readiness for use in the event of an emergency to support business continuity and enable an effective response to potential situations.

