

Quality, Safety, Health & Environmental Policy

Quality is the foundation of our food, nutrition, health, and wellness company

Quality is the foundation of our company and is fully embedded in our purpose and values rooted in respect:

Enhancing Quality of Life and Contributing to a Healthier Future.

Our commitment is to provide our consumers with the highest quality products and services while preserving the health and safety of our employees and respecting environmental sustainability.

Every day consumers show their confidence in us by choosing products and brands offered by Nestlé. This confidence is based on our quality, safety, and environmental image and reputation that has been built up for over 150 years, since the scientific breakthrough of our founder, Henri Nestlé, who created the first Nestlé Farine Lactée in 1867.

The trust must be maintained day after day. Every product on the shelf, every contact with consumers and customers, the local community, and authorities help us to shape this image. A Nestlé Brand name on a product is a promise to the consumer that it is safe, complies with all relevant laws and regulations, and constantly meets high-quality standards.

Through quality, safety, and environmental sustainability we win consumers' trust and preference

We offer products and services that meet consumers' and customers' needs, have their preferences, and provide proper nutrition.

Our consumers and customers are at the center of our attention, and we recognize their legitimate interest in the behaviors, beliefs, and actions of Nestlé behind brands in which they place their trust.

Quality, Safety, and Environment are everybody's commitment – Success is built on people

Our values are deeply rooted in respect: respect for ourselves, for others, for diversity, and for the future. Our management takes the lead, sets objectives, and demonstrates their commitment by practicing and living what they preach. All functions across our Value Chain take full responsibility for observing mandatory norms, procedures, and instructions, for maintaining adopted standards, and for constantly improving them.

We promote and encourage a culture where quality, work safety, and environmental protection are fully incorporated into our business practices and work activities. By providing education, information, and tools, we ensure that our employees and visitors know, understand, and comply with the requirements of the Nestlé Management System. We, therefore, ensure the right resources, the necessary expertise, and skills, as well as their continuous development.

We communicate our quality, safety & environmental standards to our business partners who are expected to share the same commitments.

We strive for zero defects and no waste

We focus on facts and results, and we strive for zero defects as well as continuous excellence in everything we do.

Conserving natural resources for future generations is at the heart of our organization. We adopted a "no-waste attitude", constantly looking for creating competitive advantages and opportunities for continuous improvement of our quality performance and environment preservation by reduction of our environmental impact. At the same time, we strive to avoid injuries and occupational diseases by eliminating or minimizing risks in the field of safety and health. We consult and involve our employees in all activities which have or may have an impact on their safety and health. Through our commitment and work, we strive to ensure the highest performance and results in all areas, as well as our continuous and sustainable development.


Food safety and full compliance

We enforce full compliance with all relevant laws, regulations and the mandatory standards and principles of our Nestlé Management System, which is integrated and includes Food Safety, Quality, Regulatory, Environment, Health & Safety requirements in all steps of our Value Chain. Our Integrated Nestlé Management System is aligned with international standards. Our compliance system is verified by internal and external audits.

We strive for flawless execution throughout our organization, rooted in discipline, proactiveness, and open communication based on facts.



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(signature of SEE Market Head)



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(signature of SEE Head of Operations)