



Ledo plus društvo s
ograničenom
odgovornošću za
proizvodnju i
promet sladoleda
i smrznute hrane
Čavičeva 1a, Zagreb



QUALITY MANAGEMENT AND FOOD SAFETY POLICY

LEDO plus Ltd. is the leading manufacturer and distributor of ice cream and frozen food in Croatia and the region. As a responsible company, our management systems are based on the continuous improvement of all business processes with a focus on quality and safety of all our products and fulfilment of our customers and consumers expectation.

LEDO plus Ltd. builds its business around sincerity and transparency towards all stakeholders, continuous improvement of business processes and management systems as well as ensuring a positive organizational culture.

Accordingly, the guidelines of this policy are:

- implementation and compliance with all legal and other requirements relating to the quality of the entire business process and food safety,
- special attention is given to the production of high quality and authentic products, with which LEDO plus proves its corporate commitment to legal regulations and norms compliance, authenticity and uniqueness in the market, dedication to combating food fraud and meeting specific customer requirements.
- establishment of preventive system based on HACCP principles in order to ensure control over all activities related to the production and distribution of products considering context of the organization and scope of business
- setting food quality and safety objectives with realization programs in order to provide continuous improvement of all business processes,
- compliance with legal norms and ethical principles in business set forth by all stakeholders,
- constant care for employees and a continuous development of new skills and competencies,
- increased competitiveness through modernization and development of business processes as well as technological improvements,
- establishing a process of continuous improvement of quality management and food safety through optimization of business processes and continuous supervision of all activities related to food safety and quality,
- establishing partnership relations and quality cooperation with all stakeholders in the field of quality management and food safety in order to achieve long-term business success.

Responsible behavior towards the environment is carried out by applying the principles of sustainable development and cleaner production and is defined through the Environmental Management and Energy Efficiency Policy.

The guidelines of this policy as well as the overall management system are based on the requirements of the international standard ISO 9001, HACCP principles, IFS and BRC standards.

LEDO plus Ltd. commits to provide all necessary resources so that the Quality Management and Food Safety Policy is fully applied in all business segments.

Zagreb, October 20, 2021

President of the Management Board

Andy Felix E. Michaux