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Nestlé Quality Policy



Issuing department

Corporate Quality Management

Target audience

All employees

Approver

Executive Board, Nestlé S.A.

Repository

All Nestlé Principles and Policies, Standards and Guidelines can be found in the Centre online repository, [NestleDocs](#), on the Nest.

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Design

Nestec Ltd., Corporate Identity & Design,
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Commitment of the CEO

Quality is an integral part of Nestlé's Corporate Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred. They are essential for the achievement of our ambition to be recognized and trusted to offer products and services that enhance the quality of life and contribute to a healthier future.

At Nestlé, our commitment is to never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility and to be empowered to take action in order to protect individuals and families, our customers and our brands.

At Nestlé, our Quality Policy summarises the essential elements of our commitment for excellence and includes:

- Fostering a quality mind-set with the objective of developing, manufacturing and providing products and services with zero defects that are trusted and preferred by individuals and families and deliver on our promise to enable healthier and happier lives,
- Complying with relevant laws and regulations as well as internal requirements,
- Continuously challenging ourselves to improve the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and results,

- Encouraging participation and promotion of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication.

At Nestlé, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

At its core, Quality is first and foremost about trust in our products, our services and in our brands. But Quality is also more than this. It is about delivering what we promise in everything we do. Each and every one of us has the power to influence Quality and trust through our leadership, dedication and passion.

Mark Schneider
Chief Executive Officer

Meeting our commitment

Quality is the foundation of our company and is fully embedded in our purpose and values. Nestlé products and brands are trusted and chosen by millions of people all over the world to fulfil their nutrition, health and wellness needs, at every moment of the day and across their lifetime.

This trust is based upon our quality image and our reputation for consistently delivering high-quality products. Inspired by the scientific breakthrough of our founder Henri Nestlé, who created the first Farine Lactée Nestlé in 1867, this trust must be maintained and enhanced day after day.

Every product on the shelf, every service and every contact has helped to shape this trust. A Nestlé brand name on a product or a service is a promise that it is safe, that it complies with all relevant laws and regulations and that it constantly meets our high standards of Quality.

At Nestlé, we are involved in and dedicated to achieving high Quality standards for our products and services through the application of the Nestlé Management System (NMS) for Quality & SHE

(Safety, Health & Environment). Fully aligned to ISO standards, NMS for Quality & SHE is implemented across our organization and verified by independent third party certification bodies.

To sustainably create value and to effectively and efficiently build trust, Nestlé:

1. Guarantees **product safety and full compliance** by respecting our policies, principles and standards with full transparency,
2. Ensures and enhances **preference and consistency** to delight individuals and families by valuing what they value and by offering products and services that always meet or exceed their expectations,
3. Strives for **zero defects and no waste** by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage, and
4. Engages **everybody's commitment** across our complete value chain and at all levels of our organization to build the Nestlé Quality mind-set.



