



Quality

and safety

Policy

SISCA



Objective

Ensure consistency between the commitments in terms of quality and safety established by Almacenes Éxito S.A. and the Food Industry - IDEAL and the value propositions to customers, needs and expectations of stakeholders.

Scope

Applies to operations associated with the management of raw materials, supplies and own brand or unbranded products of FMCG, Fresh and Home of Almacenes Éxito SA.

Definitions

- **Quality:** the degree to which a set of inherent product characteristics complies an established, usually implicit or mandatory, need or expectation.
- **Food safety:** assurance that the food will not cause an adverse health effect to the consumer when prepared and/or consumed in accordance with its intended use.
- **SISCA (Quality System):** Almacenes Éxito S.A.'s management system established to manage quality and safety aspects, define policies, objectives and the processes to achieve them, comply with legal and other requirements, and address identified risks and opportunities.
- **Own brand:** is that sign that identifies products or services, whose registration belongs to Almacenes Éxito SA, and is used for the commercialization of these through the different sales channels.
- **Unbranded:** products that are commercialized without a sign that identifies them.
- **Stores:** is an entity, physical or virtual, where business operations are managed, measured and controlled.





Policies

- **General Information**

The quality and safety of raw materials and own brand or unbranded products, are high priority aspects for Almacenes Éxito S. A. A, this statement takes as a frame of reference the current strategic direction of the Grupo Éxito and the needs or requirements of stakeholders, such as protecting consumer health, protecting the reputation of the brands, reducing operational risks of safety as a key factor of prevention, innovation and investment in differential experiences in stores and a need to promote and position a culture of quality and safety SISCA in all employees, suppliers and supply chain operations.

- **Guidelines**

- The highest governance of the SISCA in the Organization is the corporate SISCA Committee (president and vice presidents) and at the level of dependencies the operational SISCA Committee (Manager and leaders).
- Within the framework of the SISCA, Almacenes Éxito S.A. defines as a high priority commitment the health and safety of consumers and, as an inherent part of the promise of the brands, customer satisfaction with the quality of our products.
- The Quality, Safety and Nutrition Management of Almacenes Éxito S.A., has the responsibility and authority to report to the top management of the Organization the effectiveness and relevance of the SISCA.
- The Quality, Safety and Nutrition Management of Almacenes Éxito S.A. is responsible for defining the quality and safety guidelines to ensure compliance in the Organization.
- All operations that impact SISCA's performance comply with applicable international, national or regional quality and safety legal requirements and other requirements voluntarily adopted by Grupo Éxito.
- The determination of product quality and safety controls is based on the identification, analysis and evaluation of risks in the flow of operations of the supplier or the organization's units.
- All corporate processes or those involving logistical, productive or commercial operations that impact SISCA's performance include applicable quality and safety controls in their flows, which are monitored periodically by the Quality, Safety and Nutrition Management, quality managers, internal evaluators or self-monitoring methods to ensure their effectiveness.
- Projected changes at the process, infrastructure, equipment or product level that impact SISCA's performance with respect to the health, safety and quality requirements of customers and stakeholders are communicated by the change leader to the Quality, Safety and Nutrition Management.





- The corporate positions or at the warehouse level that have responsibilities for product quality and safety report periodically to their leader on the performance obtained based on the established indicators.
- All products have available the information that supports prior verification and validation of compliance with the required quality and safety specifications at the different stages of design and development of the product, before its commercialization.
- All positions or roles whose functions and responsibilities have an impact on product quality and safety performance require SISCA induction and established competencies in terms of experience, training, skills or abilities in quality and safety.
- Products have traceability, recall, recovery and crisis management procedures and tools implemented as required.
- All equipment or infrastructure that has a quality and safety control point associated with it complies with the technical and design specifications from the negotiation with the supplier and maintains these conditions during its useful life.
- Suppliers (manufacturers or traders), raw materials or inputs have the technical data sheets of the products approved and are periodically evaluated by means of quality and safety assessments to verify performance and promote continuous improvement.
- Quality and safety data that generate value and contribute to decision making are supported by dashboards at the strategic and operational levels, and are the responsibility of the Quality, Safety and Nutrition Directorate.
- All stores are monitored for the quality and safety of the products produced and commercialized and verified at least once a year through inspections of the effectiveness of SISCA's controls in their logistical and commercial operations.
- Reports of complaints, claims, suggestions, incidents, evaluations and inspections, among others, are considered as a source of corrective and improvement actions through the SAC methodology or action plans.
- SISCA plans and manages quality and safety practices jointly and consistently with the organization's environmental, social and occupational health and safety policies.

Related Documents

- ANNEX – Duties of the Quality Manager.

