

2020

# QUALITY POLICY

# AGROMILLORA GROUP



Quality Assurance  
& Research  
**Agromillora**



AGROMILLORA

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# WHAT IS A QUALITY POLICY?

A quality policy **details the intentions and direction of an organization in order to obtain maximum customer satisfaction** while ensuring compliance with legal requirements – doing so all the while under a process for continuous improvement.

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# MISSION AND VISION

## MISSION

We are dedicated to efficient plant multiplication **based on innovation, quality and service** so as to contribute to agricultural development. That is our reason for being, our purpose, and why we undertake our daily work at Agromillora.

## VISION

Our vision for the future is to **be the largest global plant production and sale platform.**



**We are convinced that, thanks to our values, we will be able to fully continue with our Mission and reach our Vision.**

# VALUES



## INNOVATION

We question how we do things in a constructive way and are open to change.



## COMMITMENT

Those of us who work at Agromillora really identify with its mission, its goals, and its way of working.



## SERVICE

Our customers, both domestic and abroad, have to feel as though we are working together, adapting to their needs and reaching beneficial agreements for all.



## TEAMWORK

We actively cooperate with others in order to reach the goals of the group and the organization.



## HONESTY

We act with transparency, honesty, and integrity at all times. We fulfill our commitments, and if we make a mistake, we assume the consequences.

# OUR PRINCIPLES

*At Agromillora we aim to provide value through responsible conduct in business when making each and every decision. Thus, we always take into account these principles and general guidelines.*

**Integrity, consistency, credibility, accuracy, equality, fair treatment, and professionalism.**

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**Compliance with local, national, and international laws,** regulations, standards, and procedures and, in addition to compliance with said legal obligations, compliance with generally accepted ethical standards.

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**Respect and sensitivity** for the culture, history, traditions, customs, and laws of the countries in which we do business.

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The company's **reputation and image.**

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Operational **excellence** and quality.

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**Sustainability** as a way of working.







**We have a commitment to society and our environment, and to continue to build a company which we can all be proud of - not just because of the results we obtain but also because of the way in which those results are achieved.**

# QUALITY POLICY

01

GENETIC  
AND HEALTH  
GUARANTEES



Ensuring the **genetic and health guarantees** of our plant materials by **applying traceability and the control plan.**

02

TRACEABILITY



Having a **global traceability process for all subsidiaries** and for all the materials we produce.

03

QUALITY  
CONTROL PLAN



Having a **quality control process defined in the standard technical specifications** to allow for the same results to be obtained at all our facilities.

04

PROVIDERS



**Involving our providers** in our processes to optimize the products and services that they supply us with.

05

COMPLIANCE  
WITH  
REQUIREMENTS



**Ensuring, at minimum, compliance with all legal, regulatory, and customer requirements** applicable to us and, when possible, going above and beyond those requirements with our own, internally-defined guidelines. Additionally, complying with a Code of Ethics and Conduct that applies to all involved parties.

# 06

## CUSTOMER SATISFACTION



Working to obtain the **maximum satisfaction of our customers** (distributors and the final customer), as well as that of plant material breeders.

# 07

## INNOVATION AND CONTINUOUS IMPROVEMENT



**Applying the concept of continuous improvement** to permanently optimize all our processes and activities, with the participation of our entire team.

# 08

## CONTINUOUS TRAINING



**Putting our confidence in the continuous professional development** of our staff – both in technical and managerial terms.

# 09

## FACILITIES



Disposing of the **latest facilities** and necessary equipment, all of which meets quality requirements.

# 10

## LEADERSHIP



Ensuring the **quality policy and quality system's implementation on all strategic, operational, and managerial levels.**

# 01 | GENETIC AND HEALTH GUARANTEES

*Ensuring the genetic and health guarantees of our plant materials by applying traceability and the control plan.*



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•100 % of the reference materials are from **verified providers.**

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•100 % of the initial materials **undergo genetic testing.**

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•100 % of the initial materials **undergo health checks.**

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•Establishment of mother plant fields that are **fully traceable to the initial materials.**



## 02 | TRACEABILITY

*Disposing of a global traceability process for all the subsidiaries and for all the materials we produce.*

- **Defining the minimum specifications** for the global traceability process.

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- **Establishment** of color codes.

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- Definition of manual methodology during the **transition to the Integrated Institutional Management System (SIGI)**.

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- Defining a **global implementation plan**.



## 03 | QUALITY CONTROL PLAN

*Disposing of a quality control process defined in the standard technical specifications to allow for the same results to be obtained at all our facilities.*

. Definition of the **raw material specifications.**

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. Definition of the **production process specifications.**

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. Definition of the **final product specifications.**

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. **Quality control plan** for all the process applied at each subsidiary.

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. Securing the **necessary laboratories and control equipment** for all subsidiaries.

## 04 | PROVIDERS

*Involving our providers in our processes to optimize the products and services that they supply us with.*

- **Identifying critical providers** (by type).

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- Implementing a **provider approval process**.

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- **Defining a set of requirements** for each provider type.

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- Involving certain providers in **innovation processes**.





## 05 | COMPLIANCE WITH REQUIREMENTS

*Ensuring, at minimum, compliance with all legal, regulatory and customer requirements applicable to us and, when possible, going above and beyond those requirements with our own, internally-defined guidelines. Additionally, complying with a code of Ethics and Conduct that applies to all involved parties.*

- Defining the process to **know the applicable legal changes immediately.**

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- **Periodically assessing compliance** with applicable legal and regulatory requirements.

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- **Guaranteeing the process** for applying the specific customer specifications.

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- **Internal audit plan** to assess compliance with requirements.



## 06 | CUSTOMER SATISFACTION

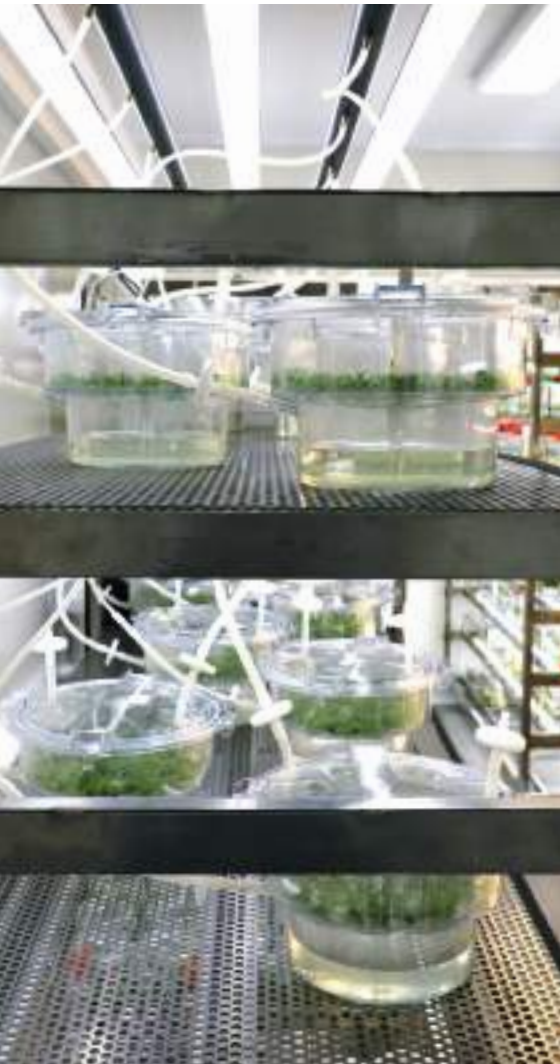
*Working to obtain the maximum satisfaction of our customers (distributors and the final customer), as well as that of plant material breeders.*



- Defining the methodology to assess the **level of customer satisfaction** (distributors and final customers).
- **Involving certain customers and breeders** in innovation processes.
- Defining the key performance indicators to **analyze customer satisfaction (QQT)**.
- Defining the **customer complaint management process**.

# 07 | INNOVATION AND CONTINUOUS IMPROVEMENT

*Applying the concept of continuous improvement to permanently optimize all our processes and activities, with the participation of our entire team.*



- **Fostering innovation** in all teams.

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- Establishing a **PDCA process** for **continuous improvement**.

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- Disposing of a tool for **information about the evolution of the main indicators**.

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- Sharing the **best practices amongst the subsidiaries**.

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- Establishing **annual audit** plans.

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- **Including Quality Assurance requirements** in all processes.

## 08 | CONTINUOUS TRAINING



*Putting our confidence in the continuous professional development of our staff - both in technical and managerial terms.*

- **Establishing welcome plans** that include the Quality Policy.

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- Defining a **QA training plan on all levels**.

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- Defining a **training plan** for process quality specifications.

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- **Creating comprehensive training contents** (videos, photographs, tutorials, etc.) about quality.

## 09 | FACILITIES

*Disposing of the latest facilities and necessary equipment, all of which complies with quality requirements.*

- Ensuring **order and hygiene (5S)**.

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- Ensuring a **proper level of maintenance**.

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- Implementing a **control system that guarantees irrigation water quality**.

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- Defining **standards for disinfection**, as well as for isolation, and measures for decontamination.

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- **Taking into account the quality assurance requirements** when designing new facilities and/or pieces of equipment.





# 10 | LEADERSHIP

*Ensuring the quality policy and quality system's implementation on all strategic, operational and managerial levels.*

- **Consolidating QA's position within the organization's Board of Directors.**

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- **Involving the rest of the areas** in QA action plans.

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- **Including annual objectives** related with QA for each subsidiary.

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- **Incorporating environmental sustainability** in all QA activities undertaken.

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- Integrating the Quality Policy in the **Code of Ethics and Conduct.**

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- **Promoting internal and external communication** about QA at all levels.

# AGROMILLORA



## MISSION

Efficient plant multiplication **based on innovation, quality, and service** so as to contribute to agricultural development.



## VALUES



INNOVATION



COMMITMENT



SERVICE



## QUALITY POLICY

1

### GENETIC AND HEALTH GUARANTEES

- 100 % of the reference materials are from verified providers.
- 100 % of the initial materials undergo genetic testing.
- 100 % of the initial materials undergo health checks.
- Establishment of mother plant fields that are fully traceable to the initial material.

2

### TRACEABILITY

- Definition of the minimum specifications for the global traceability process.
- Setting up colour codes.
- Definition of manual methodology during the transition to the Integrated Institutional Management System (SIGI).
- Defining a global implementation plan.

3

### QUALITY CONTROL PLAN

- Definition of the raw material specifications.
- Definition of the production process specifications.
- Definition of the final product specifications.
- Quality control plan for the entire process, applied at each subsidiary.
- Securing the necessary laboratories and control equipment for all subsidiaries.

4

### PROVIDERS

- Identifying critical providers (by type).
- Implementing a provider approval process.
- Defining a set of requirements for each provider type.
- Involving certain providers in innovation processes.

5

### COMPLIANCE WITH REQUIREMENTS

- Defining the process to know the applicable legal changes immediately.
- Periodically assessing compliance with applicable legal and regulatory requirements.
- Guaranteeing the process for applying the specific customer specifications.
- Internal audit plan to assess compliance with requirements.

# QUALITY SYSTEM



## VISION

Being the largest global plant production and sale platform.



## TEAMWORK



## HONESTY

## 6 CUSTOMER SATISFACTION

- Defining the methodology to assess the level of customer satisfaction (distributors and final customers).
- Involving certain customers and breeders in innovation processes.
- Defining the key performance indicators to analyze customer satisfaction (QQT).
- Defining the customer complaint management process.

## 7 INNOVATION AND CONTINUOUS IMPROVEMENT

- Fostering innovation within all teams.
- Establishing a PDCA process for continuous improvement.
- Disposing of a tool for information about the evolution of the main indicators.
- Sharing the best practices amongst the subsidiaries.
- Establishing annual audit plans.
- Including Quality Assurance requirements in all processes.

## 8 CONTINUOUS TRAINING

- Establishing welcome plans that include the quality policy.
- Defining an annual training plan on the quality policy at all levels.
- Defining a training plan for process quality specifications.
- Creating comprehensive training contents (videos, photographs, tutorials, etc.) about quality.

## 9 FACILITIES

- Ensuring order and hygiene (5S).
- Ensuring a proper level of maintenance.
- Implementing a control system that guarantees irrigation water quality.
- Defining standards for disinfection, as well as for isolation and measures for decontamination.
- Taking into account the quality assurance requirements when designing new facilities and/or pieces of equipment.

## 10 LEADERSHIP

- Consolidating QA's position on the organization's Board of Directors.
- Involving the rest of the areas in QA action plans.
- Including annual objectives related with QA for each subsidiary.
- Incorporating environmental sustainability in all QA activities undertaken.
- Integrating the Quality Policy in the Code of Ethics and Conduct.
- Promoting internal and external communication about QA at all levels.



# OFFICIAL QUALITY ASSURANCE DOCUMENTS


Included below are the official QA documents that have been issued to date, **which will be reviewed and adapted to the new quality policy.**

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# REDLINES

Quality Assurance

	CODE	DATE	REVISION	PAGE
	0003	2017/02/07	01	Page 1 of 1

# PRODUCTION SCHEMES

Quality Assurance


	CODE	DATE	REVISION	PAGE
	0004	2017/02/07	01	Page 1 of 2

# GUIDELINES

Quality Assurance

	CODE	DATE	REVISION	PAGE
	0005	2017/02/07	01	Page 1 of 1

# QUALITY ASSURANCE IN MORPHOLOGY

	CODE	DATE	REVISION	PAGE
	0006	2017/02/07	01	Page 1 of 1



# AGROMILLORA'S QUALITY POLICY MANAGEMENT

## DISTRIBUTION AND DISSEMINATION OF THE QUALITY POLICY

**This quality policy was approved on January 13, 2020 during the Agromillora Group's Board of Directors meeting.** This policy takes effect, in general, beginning on January 13, 2020.

The policy has been drafted with the help of a work group in which the holding companies and subsidiaries were represented, as well as all other company areas – and with the support of external professionals who are specialists in this matter.

The management at Agromillora Group and the Quality Assurance Committee verified the report before its formal approval by the Group's Board of Directors.

**The Agromillora Quality Policy will be available in all the languages of the countries in which we are present.**



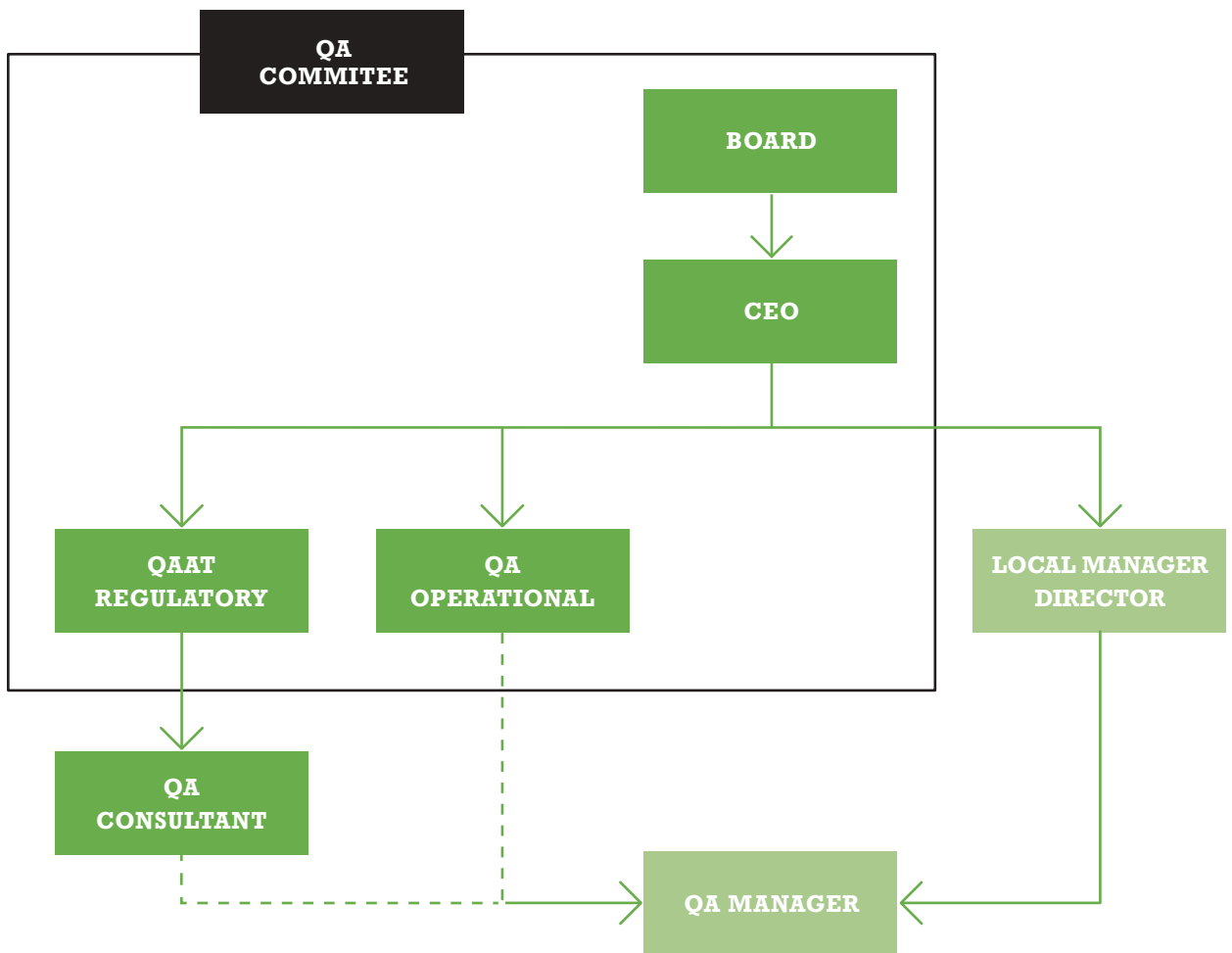
**The quality policy's quick dissemination to all persons responsible, center leaders, directors, and managers will be undertaken, and this policy will be given to them, as well as a Statement of Understanding, Adherence, and Commitment. Said statement must be signed by everyone individually in proof of consent.**

Once the policy has been launched at all Group subsidiaries, it will be updated whenever modifications and adaptations are necessary.

It will be our responsibility to ensure that we are all familiar with the policy's contents – including changes with respect to previous versions.

**It will be our  
responsibility  
to ensure that  
we are all  
familiarized  
with, and  
committed to,  
the policy's**

# QA ORGANIZATION CHART



# GLOBAL PRESENCE



5

CONTINENTS

50

COUNTRIES

11

SUBSIDIARIES

9

LABORATORIES

33

YEARS OF  
EXPERIENCE

# QUALITY ASSURANCE COMMITTEE

The Quality Assurance Committee is responsible for applying the quality policy in the Group.

It is **made up of two members from the Board of Directors** who are not part of the Group's management, **as well as two members of the Management Committee and the QAAT Corporate Director.**

**The QA Committee is responsible for applying the quality policy in the Group.**

## The main tasks of the QA Committee are as follows:

- Proposing the policy's **periodic review and updating** to the Board of Directors.
- **Promoting the policy's knowledge and understanding** amongst all members of staff and collaborators.
- **Receiving and handling questions** about the policy's interpretation and application.
- Evaluating the policy's **degree of compliance.**









# STATEMENT OF **UNDERSTANDING,** **ADHERENCE, AND** **COMMITMENT** TO THE AGROMILLORA QUALITY POLICY

The Quality Policy contains the basic guidelines that Agromillora staff and collaborators must follow regardless of their position or responsibility in the company, being aware of the implications, risks, and responsibilities implied by being part of the Group.

**I hereby declare that I have received, understood, and will adhere to the Agromillora Quality Policy, and that I am committed to upholding it.**

**NAME:**

**POSITION:**

**IDENTITY DOCUMENT OR PASSPORT  
NUMBER:**

**SUBSIDIARY:**

**DATE:**

**SIGNATURE:**



# AGROMILLORA GROUP'S 2020 QUALITY POLICY





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