

Chrysal Quality Policy Statement

Chrysal International is the pioneer and unique global flower & plant care company that delivers innovative, sustainable solutions to the flower and plant industry. Chrysal is a main driving force in the flower and plant industry and worldwide market leader in flower food. Whether you grow, transport, sell, or simply enjoy the beauty of cut flowers and potted plants in your own home, Chrysal offers the best solutions to keep them looking fresh for longer. Through more than 90 years of experience and innovation, a commitment to quality and an on-going search for sustainable solutions, we aim to exceed our customers' needs – today and tomorrow

Chrysal is committed to research, design, develop, manufacture and supply products and services for flower and plant care. There is a total commitment by the company to provide those products and services to customer agreed requirements and within specified delivery periods, to achieve total customer satisfaction, all in accordance with the requirements of ISO 9001:2015.

Chrysal is committed to continuous improvement with regard to the products and services provided. This commitment also extends to continually improving the effectiveness of the quality management system, thus ensuring that we strive to achieve optimum quality, reliability, service and efficiency.

The quality handbook shall describe how the Quality System is designed to ensure all contractual and regulatory requirements are recognized and that control of these requirements is adequately maintained.

General objectives:

1. *A satisfied customer, both internal and external.*
2. *An intimate relationship with customers, leading to a clear understanding of market requirements and timely response to these needs.*
3. *A close working relationship with our suppliers, so they understand our (future) needs.*
4. *Efficient use of resources measured against sustainability targets through planning, training and best in class management.*
5. *Reduction in non-conformities as a result of proper design and specification, risk management of our processes and good planning and manufacturing practices. Our continuous improvement processes are designed around the prevention of defects and where non-conformities occur it is our objective to provide a fast, efficient response to correct the non-conformity and prevent recurrence.*

Our ability to meet the goals as described above will be revised in the annual Management Review Meeting and updated if needed. Specific measurable objectives will be set annually and reviewed and updated as the objectives develop.

The policy applies to all departments of Chrysal International and will be at least reviewed on an annual basis.

Signed:

Peter C.A. Vriends CEO

Policy date: January 31st, 2020