

QSHE 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 QSHE 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). Fully aligned to ISO standards, Nordic Management System 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 QSHE mindset.



Michiel Kernkamp

Market Head Nestlé Nordic