

Product Safety and Quality

Food safety and quality are non-negotiable. We design, make and sell products based on sound science, technology and responsible innovation, applying rigorous safety and quality standards, aligned with GFSI standards, HACCP and science-led systems. We run robust Food Fraud and Food Defence programs, aim to continuously improve, and deliver superior quality to benefit consumers and customers. We invest in training and communication, partner with suppliers, regulators and customers to uphold food integrity.

Why is it important?

TMICC prioritises the safety and quality of our products, adhering to all standards and regulations. This commitment builds consumer trust and strengthens our brands.

What must I do?

- Conduct all research and innovation in compliance with our global standards for safety, sustainability and ethical responsibility.
- Ensure risks related to consumer safety, occupational safety and environmental safety are assessed by experts and managed.
- Ensure specifications for raw materials, products and packaging comply with relevant regulatory requirements and standards.
- Ensure research involving human subjects is conducted to the highest ethical standards.
- Support TMICC's commitment to eliminating animal testing, ensuring that any mandatory regulatory testing is approved in advance.
- Maintain complete and accessible records of all research, including data, study protocols and related decisions.

- Apply and uphold Quality Management Standards (QMS) and systems to design, deliver, monitor, measure and continually improve product and process performance to ensure compliance with internal and external requirements.
- Act on risks, issues and feedback from consumers, customers and partners, including taking proactive steps to prevent quality or safety issues and escalating or recalling products that do not meet standards or regulations.
- Foster a quality-first culture by promoting transparency, accountability and timely reporting of concerns to my Line Manager or Quality lead.
- Communicate responsibly and share accurate information about product safety.
- Seek authorisation and follow the escalation procedure before responding to external queries, whether from consumers, business partners, or the media about any product safety or quality concerns.

Where do I go for more information?

Local or Global Quality Team, Quality and Safety Policy, QMS portal and chatbot, R&D Standards Hub.



Life tastes better with **Our Code.**