

Group Sustainability Policy Nr. 2
NKG Food Safety
Version 1

14/08/2025



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1. Revision reason

Version 1 14.08.2025

Initial creation of policy

2. Definition of terms

Term	Definition
HACCP	Hazard Analysis and Critical Control Points
NKG	Neumann Kaffee Gruppe

3. Scope of application

This Food Safety Policy (the "Policy"), applies to all executives, directors, managers, and employees of group companies belonging to NKG (collectively referred to as "Employees"), as well as to agents, consultants, contractors, or other third-party representatives acting on behalf of any group company of NKG (collectively referred to as "Stakeholders").

4. Purpose

The purpose of this Policy is to define the core principles and measures that guide our commitment to the highest standards of food safety across all operations, in order to support the NKG's objectives related to good quality and to enhance customer satisfaction through the delivery of safe, high-quality coffees that meet all applicable requirements and quality goals.

The goal of this Policy is to determine what will enable us to minimize risks for consumers, comply with laws and customer requirements, and continuously secure the quality of our green coffee products while improving processes.



5. Policy description

Neumann Kaffee Gruppe recognizes its special responsibility to ensure the safety and quality of its coffee products—from the farms and plantations via worldwide shipments to various countries. For us, food safety means that our coffees are free from health-threatening contaminants and meet the legal requirements, the quality standards of our customers and protect the health of consumers. Food safety is a company-wide responsibility that involves all Employees and Stakeholders and is understood by NKG as a lived culture.

To achieve the above purpose, our Policy is based on the three pillars of quality and safety: (i) customer-oriented thinking and acting, (ii) continuous improvement and (iii) motivated, qualified employees.





5.1 Customer-oriented thinking and acting

Acting in the interests of our customers is the core component of coffee quality and product safety. These elements ensure that our green coffee products are safe and free from hazards for consumers and meet the specified requirements of our customers.

To guarantee this, potential hazards are identified within our internal process and critical controls are defined (HACCP system) so that potential risks along the production chain can be controlled or reduced to an acceptable level.

In addition, clearly defined production and manufacturing standards apply in the supply chain, which must be consistently adhered to by all Employees and Stakeholders. In our long-standing cooperation with our trusted suppliers, we place great importance on compliance with high quality and safety requirements. To ensure the traceability of our green coffees, we carefully document individual steps through the supply chain.

5.2 Continuous improvement

As a food-oriented group, NKG has a special responsibility towards its business partners – not only with regard to product safety, but also in terms of transparent and legally compliant product quality. Continuous data collection, transparent information sharing and the proactive use of management tools form the foundation of our working methods and ensure the conformity of our processes. Through regular internal surveys and preventive measures, we reduce risks and ensure compliance with all relevant food regulations.

NKG promotes a culture of open feedback and values the input of customers and partners as a key factor in continuous improvement and maintaining consistently high delivery quality. This reflection enables us to identify both strengths and weaknesses and work specifically on improvements.

5.3 Motivated and qualified employees

Motivated and trained Employees are a key prerequisite for implementing and maintaining our food safety standards. Therefore, we conduct mandatory regular training sessions for all Employees.

The goal is to ensure a uniform understanding of quality and safety throughout the group while strengthening the culture of safety. Modern training programs, available in various languages, are automatically documented to ensure transparency and traceability, as well as to empower our Employees to act and think with a customer-oriented mindset.

Food safety is a shared responsibility of all NKG Employees—regardless of function or location.



Everyone is expected to identify potential risks, take preventive measures, and communicate relevant concerns.

6. Reporting a misconduct

If there is a suspicion of a misconduct, we encourage you to report it directly to your supervisor or the Compliance Representative on site. You can also contact NG Group Compliance team for further assistance. Additionally, we have established an [Integrity reporting platform](#) that allows you to submit reports anonymously.

Every report and suspicion will be treated confidentially, and it contributes positively to our commitment to maintaining an ethical and compliant workplace.

7. Related documents

NKG Code of Conduct
[NKG Suppl. Cond. Food Safety | Linktree](#)

8. Authorization process

14.08.25 
Date & Signature

Dr. Sarah Tischer
Head of Group Sustainability

14.08.25 
Date & Signature

Ruben Scholz
Regional CEO APAC
Board member