



LINDT & SPRÜNGLI

Product Quality & Food Safety Policy

Kilchberg, 2025

Valid for: Lindt & Sprüngli Group | Contact: media@lindt.com

Certain statements contained in this policy are generic, principle-based and not product-specific. Lindt & Sprüngli complies with applicable legal and regulatory requirements. This policy does not make any assertions about the composition of products, and statements contained herein shall not be interpreted as such. Product composition may vary, and differ from expectations of consumers or customers. We do not undertake any obligation to publicly announce any recipe changes unless legally required.

Introduction

As a global leader in the premium chocolate sector, Lindt & Sprüngli looks back on a long-standing tradition with its origin in Zürich, Switzerland. Our success story has been achieved by our strong company culture which is based on the Lindt & Sprüngli [Guiding Principles](#). These principles are the foundation for Lindt & Sprüngli's purpose to enchant the world with chocolate. It is our mission to passionately create premium chocolate and related confectionery for the global market. We continuously identify and meet consumer preferences and cooperate with our partners along the value chain. Our purpose and mission are supported by our values to strive for excellence and innovation, and foster an entrepreneurial culture of empowerment and collaboration.

We create products that bring enjoyment while fulfilling defined quality and food safety requirements, building trust and confidence with every product we offer.

Objective

This Product Quality & Food Safety Policy is an integral part of Lindt & Sprüngli's policy landscape and outlines commitments and requirements for delivering products that comply with applicable quality, food safety, and regulatory requirements while considering customer and consumer expectations.

Our systems are guided by internationally recognized standards, and we work towards achieving and maintaining certifications such as FSSC 22000 and ISO 9001. This policy supports Lindt & Sprüngli's commitment to providing trusted products, delivering consumer-centric premium experiences, and reinforcing its strong position within the chocolate industry.

Scope

This policy applies to Lindt & Sprüngli's global operations, including all our subsidiaries. We expect our entire workforce to act in accordance with this policy and all applicable domestic and international laws and regulations. In case of conflict between mandatory laws and regulations and this policy, mandatory laws and regulations shall prevail.

Commitment and key areas

Commitment

Our commitment to quality, food safety and regulatory compliance is deeply rooted in Lindt & Sprüngli's values: Excellence, Innovation, Entrepreneurship, Responsibility, and Collaboration.

From the sourcing of carefully selected ingredients through to final product delivery, we apply modern manufacturing technologies and comprehensive quality controls for products that consistently meet defined international standards and regulatory requirements. Continuous investment in employee development, technological advancement, and responsible practices supports the ongoing improvement of our operations. By combining customer and consumer feedback with craftsmanship and innovation, we develop products aligned with evolving market preference.

Key areas

This commitment is reflected in the following key areas:

Premium quality

Quality is a core commitment guiding all aspects of our business. While quality fundamentals are defined globally, our expert teams implement them locally, ensuring that each offering reflects our heritage of precision and skill. Our dedication to continual improvement keeps our portfolio aligned with customer and consumer expectations and strengthens long-term trust in our brands and products.

Consumer centricity

Our consumers remain at the core of our company strategy. By actively listening to consumer feedback, we continuously adapt and refine our product portfolio, carefully developing and renovating products to reflect evolving consumer expectations. Each product initiative is guided by our core values, safeguarding our established commitment to quality, preserving brand trust, and ensuring long-term relevance in the marketplace.

Food safety & regulatory compliance

Food safety and regulatory compliance are essential to maintaining the trust of our customers and consumers and protecting product integrity. We operate certified food safety management systems and apply robust, process-based controls in our manufacturing facilities. Proactive risk assessment, regulatory surveillance and collaboration with internal and external experts, help our practices to remain effective and reliable.

Passion for the brand

Our employees are the driving force behind our success. Their commitment to delivering product quality, innovation, and responsible business practices reflects the values of Lindt & Sprüngli in their daily work. Continuous learning and development strengthen their expertise in product excellence, innovation, and leadership, ensuring that knowledge and capabilities remain aligned with business needs and expectations.

Together, these efforts support our heritage while continuously strengthening our commitment to quality, consumer centricity, food safety and regulatory compliance, and our passion for the brand.

Integration and implementation

This policy is supported by and implemented through internal commitments and action plans addressing product quality, food safety and related regulatory matters within the organization. These include documented procedures, work instructions, training programs, and continual improvement initiatives aimed at consistent and effective implementation. Regular reviews and audits monitor compliance and identify opportunities for enhancement. This integrated approach makes our Product Quality & Food Safety Policy a living system embedded in daily operations across all Lindt & Sprüngli subsidiaries. Our actions include:

- **Quality culture and employee ownership:** Implement a “Quality Culture” initiative globally and encourage employee ownership through dedicated communication and training programs.
- **Quality governance and independence:** Establish and maintain a local structure at each relevant Lindt & Sprüngli subsidiary that embeds Quality as a core business function while maintaining its independent role within the organization.
- **Design for excellence:** Enhance our consumer-centric approach by integrating quality, food safety, and regulatory compliance considerations into key aspects of product development and renovation.
- **Eliminating defects and waste:** Pursue continuous opportunities to eliminate critical defects and non-value-adding activities by applying the Lindt Performance Way, our global operational excellence program.
- **Leveraging consumer and customer insights:** Conduct regular trend analyses on consumer and customer feedback to generate actionable insights, ensuring our products and services evolve to meet market demands.
- **Enhanced control with smart tools:** Improve operational efficiency by deploying integrated IT solutions that streamline quality and compliance processes.
- **Robust analytical governance and data-driven decisions:** Utilize standardized, state-of-the-art analytical methods supported by strong governance to enhance data-driven decision-making.
- **Visible leadership:** Demonstrate clear and consistent leadership commitment to quality, food safety, and regulatory compliance at relevant organizational levels, fostering accountability and continual improvement.
- **Proactive risk mitigation:** Strengthen existing early-warning systems through a more structured and consistent approach to identifying and addressing potential risks before they impact operations.
- **Adherence to international standards:** Work towards achieving and maintaining Global Food Safety Initiative (GFSI)-recognized certifications for production subsidiaries and third-party co-manufacturing sites through annual third-party audits.
- **Strategic supplier partnerships and audits:** Cultivate transparent, trust-based, and long-term relationships with selected suppliers. Implement risk-based quality audit programs to assess performance, food safety maturity, and regulatory compliance across procured materials and services.
- **Internal collaboration:** Leverage cross-subsidiary collaboration to harness global expertise and promote unified quality standards across our operations.

We communicate this policy to our employees and it is publicly available on the [Lindt & Sprüngli website](#). We will also periodically train and educate relevant employees and continue to work with suppliers to emphasize and promote our expectations.

Governance

The successful implementation of this policy is a shared responsibility, supported by strong governance within the organization.

Ultimate oversight for this Product Quality & Food Safety Policy and quality assurance resides with our Board of Directors. The Group Management Member responsible for Group Operations, shall provide executive oversight and liaise with the Group CEO and other members of Group Management as required.

Group Quality shall regularly review and, when appropriate, revise this policy in consultation with relevant departments. The Group Quality department shall also oversee and support the implementation of this policy and compliance with it by all entities of the Lindt & Sprüngli Group and relevant departments, guide appropriate implementation plans and actions in response to product quality and food safety impacts, risks and opportunities and monitor performance.

Senior management of each Lindt & Sprüngli subsidiary holds local accountability for communicating this policy, driving its implementation, and supporting efforts to embed it throughout the organization and our value chain.

Business functions such as Procurement, Production, Marketing, and Distribution, along with other relevant functions, are responsible for upholding and implementing this policy. Their clearly defined roles and responsibilities ensure compliance with quality, food safety, and regulatory requirements.

Day-to-day execution of the policy rests with local Quality and Food Safety functions or a designated local management representative.



Dr. Adalbert Lechner

Group CEO, Lindt & Sprüngli

Approved by the Group CEO, Group Management and the Board of Directors, 2025. While local language translations may be made, the original English version will remain the only official version. To raise any concerns about any suspected misconduct in violation of this policy, employees and third parties are encouraged to report such activities through the [Lindt & Sprüngli Speak Up Line](#).