



Glico Group Quality Policy

The Glico Group believes that success depends on delivering safe and trustworthy products and services to people around the world.

We have developed Glico Group Quality Policy that clarifies our stance and activities to achieve this mission. We are promoting activities with the understanding and cooperation of all stakeholders including our customers and business partners as well as all Glico employees.

We promise to provide safe products and services with peace of mind to our customers and consumers all over the world.

1. Enhancing customer and consumer satisfaction

We will sincerely listen to customer and consumer feedback, faithfully respond to it, and continuously improve the quality as well as customer and consumer satisfaction.

2. Safety and peace of mind

We will prioritize the quality in all activities from raw material procurement to sales to provide safety and peace of mind to our customers and consumers.

3. Full compliance

We will fully comply with all laws and regulations related to the products and services.

4. Information disclosure

We will faithfully deliver accurate information which customers and consumers are easy to understand in order to gain their trust.

5. Continuous improvements

We will ensure product safety and continue to pursue better quality based on global quality and food safety management system.

Each and every employee of the Glico Group will understand and implement the above.

Established in September 2020

Revised in January 2023