



I. Introduction

Ambrosia Holdings is committed to delivering high-quality services and products that meet the expectations of our stakeholders while adhering to applicable **EU and Hong Kong laws and regulations**, and international best practices. This Quality Management Policy reflects the principles of the **UK Corporate Governance Code 2018**, ensuring accountability, transparency, and continuous improvement in our operations.

II. Objectives

The primary objectives of this policy are:

1. To maintain consistent quality across all products and services.
2. To comply with legal, regulatory, and industry standards, particularly EU and Hong Kong laws and regulations.
3. To continuously improve processes, systems, and outputs in line with best practices and stakeholder expectations.

III. Core Principles

1. **Commitment to Quality**
 - Deliver products and services that meet or exceed stakeholder expectations.
 - Establish measurable quality objectives aligned with Ambrosia's strategic goals.
2. **Compliance with Legal and Regulatory Standards**
 - Adhere to EU laws and regulations relevant to quality, including safety, environmental standards, and consumer protection laws.
 - Ensure compliance with Hong Kong laws as our jurisdiction of incorporation.
3. **Ethical and Sustainable Practices**
 - Operate in accordance with the Ambrosia Business Code, upholding integrity, fairness, and sustainability.
 - Foster transparency and accountability in all quality-related activities.

IV. Quality Management System (QMS)

1. **Structure and Implementation**
 - Develop, document, and maintain a robust QMS in line with ISO 9001 or equivalent international standards.
 - Ensure the QMS integrates risk management principles, supporting proactive identification and mitigation of quality risks.
2. **Monitoring and Measurement**
 - Regularly assess quality performance using Key Performance Indicators (KPIs).
 - Conduct periodic internal audits to evaluate compliance and identify areas for improvement.
3. **Continuous Improvement**

- Establish a culture of continuous improvement by regularly reviewing processes, identifying inefficiencies, and implementing corrective actions.
- Encourage innovation to enhance quality, efficiency, and stakeholder satisfaction.

V. Roles and Responsibilities

1. Leadership Commitment

- The Board of Directors and senior management are accountable for establishing and maintaining a culture that prioritizes quality.
- Leadership must ensure adequate resources and training are provided to achieve quality objectives.

2. Employee Engagement

- All employees are responsible for understanding and implementing quality standards relevant to their roles.
- Employees are encouraged to report quality concerns and suggest improvements through established communication channels.

3. Supplier and Partner Alignment

- Ensure suppliers and partners comply with Ambrosia's Quality Management Policy and Partners and Suppliers Code of Conduct.
- Evaluate supplier performance regularly to ensure quality standards are met consistently.

VI. Stakeholder Engagement

1. Customer Focus

- Proactively engage with customers to understand their needs and expectations.
- Incorporate customer feedback into quality improvement initiatives.

2. Transparent Reporting

- Report quality performance and improvements to stakeholders, demonstrating accountability and alignment with corporate governance principles.

VII. Environmental and Social Considerations

1. Sustainable Operations

- Minimize environmental impact through efficient use of resources, reduction of waste, and compliance with EU environmental laws.
- Align quality objectives with sustainability goals outlined in the Ambrosia Business Code.

2. Social Responsibility

- Ensure products and services contribute positively to the communities in which Ambrosia operates.

VIII. Review and Revision

1. Regular Review

- This policy will be reviewed annually or more frequently if necessary to ensure relevance and alignment with regulatory changes, business objectives, and stakeholder expectations.
- Updates to the policy will be communicated effectively to all employees and stakeholders.

IX. Non-Compliance and Corrective Actions

1. Reporting Non-Compliance

- Employees, suppliers, and stakeholders are encouraged to report any quality-related non-compliance issues.
- Whistleblower protections are in place to support transparent reporting.

2. Corrective Actions

- Non-compliance will result in an investigation and implementation of corrective measures.
- Continuous monitoring will ensure that issues are resolved and do not recur.

X. Conclusion

This Quality Management Policy serves as a framework for achieving excellence in all operations of Ambrosia Holdings. By fostering a culture of quality, compliance, and continuous improvement, we aim to deliver value to our stakeholders while maintaining the highest ethical and governance standards.

Ambrosia Holdings

Administration