

QUALITY & FOOD SAFETY POLICY

The Quality & Food Safety scope of **Société Industrielle du Levant s.a.l.** covers the “Import of grain, manufacturing and distribution of wheat products” which includes reception, cleaning, storage, conditioning and milling of wheat kernels, as well as bagging, loading & delivery.

Société Industrielle du Levant s.a.l. is committed to achieving customer satisfaction by consistently providing high quality and safe products that meet and exceed our customers’ needs and expectations while complying with applicable Lebanese statutory and regulatory requirements.

We aim to continually improve our processes, products and services by maintaining and improving a Quality & Food Safety Management System, based on the requirements of the international standards ISO 9001 & ISO 22000 as well as good manufacturing guidelines.

We trust in building long-term relationships with carefully selected external providers, as well as in achieving productivity by continuously addressing the need to ensure our employees’ skills and competency, technical knowledge and expertise, and increase their efficiency through specialized trainings, awareness sessions and workshops related to Quality & Food Safety.

The organization provides a framework for setting and reviewing the following objectives:

1. Improving the employees’ competency including the food safety team
2. Improving good hygiene practices across the organization.
3. Preventing customer complaint regarding the product quality & safety.

Société Industrielle du Levant s.a.l. is dedicated to operate within the ISO 9001:2015 & ISO 22000:2018 requirements as well as the statutory and regulatory requirements while promoting interactive internal and external communication and is committed to review the Quality and Food Safety Policy, Objectives and Management System at planned intervals in order to ensure continual improvement, suitability and effectiveness to the purpose of the organization.

Société Industrielle du Levant s.a.l. will ensure that the Quality & Food Safety Policy is properly communicated to all SIDUL ’s personnel, suppliers, contractors and customers.