

# Thai Union's Product Quality Programs

Thai Union Group PCL.

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Our Quality Management System (QMS) serves as a global platform to ensure consistent food safety, compliance with quality standards, and the creation of value for consumers. Verified by independent certification bodies, our QMS reflects key global food safety demands and addresses quality, integrity, environmental, and social considerations.

Product recall refers to defective, unsafe, or non-compliant product from the market voluntarily by the company or mandated by relevant government authorities, with the goal of protecting consumers and addressing regulatory or safety concerns.



# Processes to prevent defective products

To ensure the safety, quality and integrity of products through every stage of the supply chain, we regularly send its representatives to conduct on-site audits, scrutinizing production line practices and standards.



The system begins with stringent control over externally provided materials. We collaborate closely with our suppliers to enhance the quality of their products, ensuring that inputs meet our high standards from the outset. Throughout the supply chain, we implement proactive measures such as risk assessments, Failure Mode and Effects Analysis (FMEA), and real-time process monitoring to identify and eliminate potential defects before products leave our facilities.

# Processes to prevent defective products



At Thai Union, we implement a robust product defect prevention system that integrates key control points throughout the supply chain.

Furthermore, we implement comprehensive quality checks, including in-line inspections and final product sampling, to verify that all products meet our exacting standards prior to delivery. Any identified non-conformities prompt immediate corrective actions ensuring only fully compliant products are released to the market.



# Thai Union's Food Quality & Safety Audits



## Internal Audits

We conduct internal audits to ensure our products consistently meet both internal and international standards. These audits verify alignment with legal and regulatory requirements, while supporting product quality, compliance, and customer satisfaction.

## External Audits

Thai Union is BRCGS, IFS, ISO 9001, GHPs, HACCP and GFSI certified for its Quality Management System. This certification confirms that our QMS is effectively implemented and maintained ensuring consistent quality performance and compliance with global standards.

# QMS Training for Internal Stakeholders



To ensure all employees fully understand their responsibilities, Thai Union implements a structured training and development program aimed at enhancing technical skills and supporting the Quality Management System (QMS). These mandatory, role-specific trainings are tailored to empower employees at all levels from line operators to senior management with the knowledge and capabilities needed to uphold our high standards of quality and food safety.

Our comprehensive training framework is continuously updated and managed through a centralized Learning Management System (LMS), ensuring that all personnel remain up to date with the latest procedures, regulatory requirements, and industry best practices.

# Mechanisms for External Stakeholders to Submit Complaints



Thai Union is committed to transparency and responsiveness in maintaining product quality. Given the diverse range of our product brands, it is most practical for consumers to report issues through brand specific channels. This approach enables our teams to identify and resolve complaints more efficiently based on product type and business unit.

Thai Union provides multiple accessible mechanisms for external stakeholders to submit complaints, including customer service hotlines, online feedback forms available on individual brand websites, and email contacts tailored to each product group. These channels ensure that every complaint is directed to the appropriate team for timely investigation and resolution.

The complaints procedure and policy in place covering TU products which include;

- 1) The complaints shall be investigated and the results of investigation and root cause of the issue recorded where sufficient information is provided and prevention of a re-occurrence.
- 2) Complete records must be kept and the outcome of the investigation promptly reported to relevant personnel and departments
- 3) The related corrective action plans must be carried, with prevention of a re-occurrence. Steps must be in place for corrective actions to be passed on to the relevant departments.



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