

FOOD QUALITY AND SAFETY

OUR CUSTOMERS ARE AT THE HEART OF EVERY DECISION WE MAKE, WHICH IS WHY WE STRIVE TO MEET THEIR NEEDS BY OFFERING HIGH-QUALITY PRODUCTS THAT STRICTLY COMPLY WITH SAFETY STANDARDS. THESE PRACTICES HAVE EARNED US RECOGNITION AND MADE US THE PREFERRED CHOICE BY BUILDING AND MAINTAINING CONSUMER TRUST.



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GLOBAL FOOD QUALITY AND SAFETY SYSTEM

Our **Global Quality and Safety System** guides the development of safe, high-quality products that comply with international standards like GFSI. This system covers every stage of the value chain and is based on five key pillars: Listen, Design, Source, Produce, Sell, and Care.

Through this system, we oversee external and internal operations via technical audits. This is done to measure KPIs—key indicators for “right to play”¹ and “right to win”²—to track our progress. The audits align with the goals set out in our Business Plan, enabling us to reduce recurrence, optimize processes, and ensure ethical compliance across all our facilities.

Our **Global Quality and Safety System** establishes a uniform operational framework that ensures all products are manufactured according to the same rigorous standards. Through our global internal standards, which apply to 100% of our organizations, we ensure reliable practices, controlled processes, and consistent execution that safeguards the safety and experience of our consumers.



In 2023, we began to strengthen existing practices and making them more professional, moving toward a more comprehensive, integrated, and preventive model. We focused on establishing foundational elements and basic conditions, such as essential on-site controls and clear evaluation mechanisms.

In 2024, we moved toward consolidating the system and performance monitoring, incorporating new mechanisms aimed at comprehensive process management, standardization across regions, and more effective oversight that drove consistent execution globally.

In 2025, we are implementing a risk-based model to make more informed decisions and ensure effective management throughout the value chain. Among the new standards we are adopting this year are key areas such as the analysis of logistics node requirements and the management of consumer complaints, among others.

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¹ Right to play: indicators that address the design, development, and offering of safe, high-quality products. Compliance with these indicators is essential and mandatory.

² Right to win: indicators based on insights gained from consumer feedback collected through the Connection Center to improve our value proposition.

Many of these system standards are compatible with the **Prerequisite Programs** currently in place within our quality and safety governance framework. They are part of the Global Food Safety Standard (GFSS), applicable to all our organizations and operations, and include:

- 01**
Sanitary Design
- 02**
Good Manufacturing Practices
- 03**
Water Control
- 04**
Cleaning and Sanitization
- 05**
Chemical Control
- 06**
Allergen Control
- 07**
Integrated Pest Management
- 08**
Food Safety Maintenance
- 09**
Microbiological Control
- 10**
Waste Management
- 11**
Traceability
- 12**
Physical Contaminant Management



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AUDITS AND COMPLIANCE

To ensure that our operations comply with global standards and systems, we conduct internal audits and obtain external certifications.

INTERNAL STANDARDS: PLANTS AND BAKERIES

In the Global Standard for Audits and Inspections Conducted at Production Sites (ST-QS-09), we establish the criteria and frequencies that each site must consider when evaluating its system. The number of internal audits to be conducted is determined based on the identified risks. The Organization's headquarters is responsible for verifying the findings of each inspection.

We have an audit mechanism carried out by the Global Quality and Safety Department, Technical Audits, and the Global Internal Audit Department. Annual audits are scheduled based on operational results, the types of products and processes at each facility, and their level of risk regarding quality and safety.

We have a Global Guide that defines the basic requirements for implementing a food defense plan in our operations. The requirements defined in the guide are reviewed at a frequency determined by their risk, at least once a year. Depending on the opportunities identified, each operation develops its work plan to address gaps. This element of the Safety System is auditable by the teams of the Global Internal Audit Department.

The Global Product Assessment Standard establishes the frequencies and methodologies for these processes at production sites. This product assessment is one of the KPIs to be monitored and reported to Global Quality and Safety Management, and its performance is tracked on a monthly basis.

We ensure our compliance with local regulations and international best practices by following the standards of the Global Food Safety Initiative (GFSI) in our Global System. GFSI includes:

- **The BRCGS standard** on quality and safety from the British Retail Consortium
- **SQFI** certification from the Safe Quality Food Institute
- **FSSC 22000** food safety management certification

Product and Supplier Standards: We require that both our products and our suppliers obtain this GFSI certification as proof of their compliance with the highest quality standards.

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CRISIS MANAGEMENT

Listening to our **consumers** is a key way to monitor product quality.

At Grupo Bimbo, we maintain open communication with our consumers through the Connection Center, analyzing complaints on a monthly basis to improve the quality and safety of our products. We monitor key indicators and align our actions with the Business Plan goals and internal audits to reduce recurrence and increase satisfaction.

Internally, we have the Global Crisis Management Manual, which aims to standardize and systematize prevention and response processes for such cases. This manual applies to all our associates involved in or participating in the development of the strategy for the prevention or management of incidents and/or crises, or who are part of the Crisis Management Committees in any organization.

FOCUSING ON MICROBIOLOGY

By understanding the role of microorganisms in our product quality and safety management, we strengthen our ability to identify and mitigate risks before they reach the final stage. We have also laid the groundwork for building a network of reliable external laboratories to support the microbiological analysis of our ingredients and finished products.



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