

3-3 Quality Assurance and Control

Quality is the cornerstone of the Company's day-to-day operations as the Company adheres to quality in designing, producing and launching its products at a high level. The Company has not only adopted the standards set by the regulatory and supervisory bodies, but rather went beyond them and set its own standards to ensure the development of products with consistent and distinguished quality. First Milling Company applies an integrated Quality Management System based on international ISO standards, which ensures that quality control measures are adhered to during all operational processes. First Milling Company has obtained (ISO 9001, ISO 14001, ISO 45001, ISO 22000) certificates for all of its four facilities. This serves as the foundation on which the Company is building to improve and reinforce its quality systems.

The Company has adopted rigorous standards to ensure food safety, namely Good Manufacturing Practices (GMP) and Hazard Analysis and Critical Control Points (HACCP). These standards help the Company to improve the adopted quality standards.

First Milling Company has a fully equipped team that ensures the quality of operational processes at all stages for all factories, equipment, products and adopted methods. The Quality and Safety Sector includes three departments, namely Quality Assurance, Research and Development (R&D), and Environmental Health and Safety.

In addition to qualified employees, the Company has the latest state-of-the-art analysis equipment and devices. This is to ensure the highest standards of compliance and quality by conducting a wide range of tests to determine protein content, moisture level, breakdown of starch and any impurities, etc. This is in addition to other tests such as sterility tests, water testing, among others.

Key Numbers in Quality Assurance

21 No. of 2023 Training Courses in the Quality Department:	469 No. of Trainees:	730,000 Tests Conducted
400 Daily Physical Tests	1,500 Daily Chemical Tests	100 Microbiological Tests

The Company conducts quality assurance processes and procedures at every stage of production, starting from the examination of raw materials to the testing of finished products:

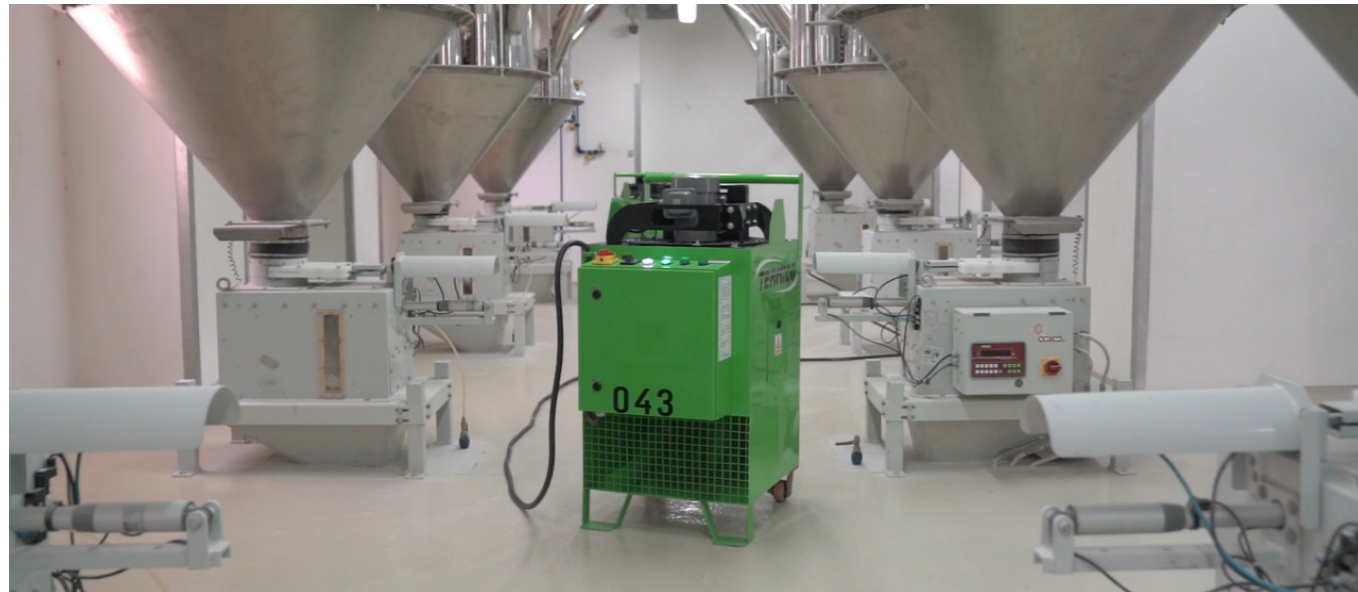
<p>Quality of Raw Materials:</p> <p>The Company uses high-quality raw materials which are stored in well-designed, segregated facilities at an appropriate temperature until put into use in production.</p> <p>Raw materials are checked to the Company's predefined standards, using the latest tools and devices to determine their quality standards.</p>	<p>Quality of Packaging Materials:</p> <p>The Company uses packaging components that are treated similar to raw materials in terms of storage and examination.</p>	<p>Finished Products Quality:</p> <p>Each finished commercial batch produced undergoes checking with respect to the approved quality specification. This further ensures that the product is of right quality. These products are then stored in the Company's warehouses at an appropriate temperature, which in turn, is subject to instant monitoring prior to distribution or delivery to customers.</p>
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Information of ISO Certifications Obtained by the Company

ISO Certificate / Number	Certificate Number
ISO 45001:2018	SA0028522
ISO 14001:2015	SA0028522
IEC/ISO 9001:2015	SA0028522
ISO 22000:2018	IND.23.0177/FM/U
ISO 22000:2018	IND.23.0174/FM/U
ISO 22000:2018	IND.23.0176/FM/U
ISO 22000:2018	IND.23.0175/FM/U

In confirmation of its commitment to provide the highest level of health and safety for its employees and ensure quality and ideal environment within all its facilities, First Milling Company has recently obtained ISO certificates in Occupational Health and Safety Management (ISO 45001), Quality Management (ISO 9001) and Environmental Management (ISO 14001). These certificates were accredited by the International Organization for Standardization (ISO), and were granted to the Company for its commitment to applying international standards and requirements necessary for its operations.





Heat Treatment “Thermal Treatment Project”:

The Company aims to completely stop using harmful chemical pesticides through the implementation of the heat treatment project.

At First Milling Company, we affirm our constant commitment to providing high-quality flour products, aware of the challenges imposed by pests in this field. We have adopted an advanced approach to combating these pests through the heat treatment project, which allows us, with great pride, to be the pioneers in using this technology, resulting in many benefits that support our distinction in the field of flour production.

Like any flour milling facility, First Milling Company faces the constant threat of pest infestation, which can jeopardize the quality and safety of the product. Recognizing the need for a strong and environmentally friendly solution to combat them, the Company resorted to using this technology as a proactive measure to protect its processes and maintain the application of the highest standards expected by its customers.

Our adoption of thermal treatment technology as a key pest control strategy is not just a response to challenges, but a testament to our commitment to innovation and sustainability efforts. At First Milling Company, we have implemented heat treatment protocols that ensure the complete elimination of pests at all stages of their life cycle. From egg to adult, this technology leaves no room for the return of these pests, ensuring a pest-free environment at all times.

We are also proud of our environmentally friendly practices. By choosing heat treatment technology over traditional chemical pesticides, we reduce environmental damage, in line with the global demand for sustainable and responsible business operations.

This technology has also contributed to reducing the number of total downtime days of the factories during the cleaning and sterilization period, from an average of 10 to 12 days per year in the past to only 3 to 5 days per year currently. This has a positive impact on the Company’s production and profitability.

Our heat treatment methods are carefully designed to target specific areas within our facilities, preventing any compromise in the quality or nutritional value of our products.

Our journey towards excellence involves the seamless integration of heat treatment methods specifically designed to sterilize our facilities, equipment, and the specific pests we face. This is achieved through ensuring regular monitoring, prompt preventive treatment, and a clear and scheduled pest control plan. This supports our proactive approach to protect our products and ensure customer satisfaction.

As pioneers of this innovative approach, we remain steadfast in our commitment to providing high-quality flour products while supporting sustainability and environmental responsibility. At First Milling Company, we do not just mill flour, we elevate it to an art form. We ensure that every product that bears our name is a testament to our dedication to quality, excellence, and innovation.

Health, Safety and Environment “HSE”:

One of the Company’s core values is safety. As such, First Milling Company is committed to excellence in environment, health and safety by instilling a “Safety First” culture in all its operations. Thus, it is operating in a way that ensures people’s safety and protects the environment and making it integral to its business processes, planning, and decision making. Therefore, the Company, in all its activities, has adopted comprehensive systems and procedures for responsible and ethical management in all matters related to environment, health and safety. This is to ensure safe working conditions for employees, visitors and other entities with which the Company deals.

This is done by conducting daily, weekly, monthly, annual checks and in all Company’s different locations. The Company has obtained a number of certificates from the International Standards Organization (ISO). This indicates that the Company’s environmental, health and safety management system complies with the best international standards.

Key Numbers in Health, Safety and Environment

1 Summary of Safe Working Hours and Accidents

Total Safe Operating Hours Per Year	1,440,000	(100% Achieved in 2023G)
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2 Summary of Health, Safety and Environment Training

11 Number of Training Courses	1,881 Number of Trainees	2.5 Hours (Average Number of Training Hours per Training Session)
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3 A list of the Number of Trainees for Health, Safety and Environment Training Courses at the Company’s Factories

Training Location	Jeddah Facility	Al-Qassim Facility	Tabuk Facility	Al-Ahsa Facility
HSE Training Courses in 2023	623	516	408	334

The Company adopts a proactive approach based on identifying potential risks in order to avoid any injuries or illnesses or environmental damage to any of its employees, visitors or others. The Environment, Health, and Safety Department is also responsible for overseeing the Company’s compliance with procedures and standards related to environmental protection.