



Quality and Food Safety Policy

ELBISCO SA as a company implements a food quality and safety policy, recognizing its obligations to consumers, its employees, shareholders and the community as a whole.

ELBISCO SA develops and manufactures in the Pikermi Attica factory rusks, toasted bread and pastries, fresh and preserved pastries and in the factory in Glyfa Chalkida rusks, biscuits, cracker, cakes, fine bakeries, burgers and sandwiches, flour packaging and products produced for the account from selected suppliers, which are available in the Greek, European and international markets.

ELBISCO SA stores dry goods, toasted bread, biscuits, crackers, packaged flour in the Central warehouse, from which it is also sent to customers.

The policy pursued is the ongoing effort to respond to these obligations. The following objectives have been selected to achieve this goal.

Objectives

Operation

- The production of high quality products in order to meet the requirements and expectations of its customers.
- Always operate in compliance with applicable law.
- Continuously improving the quality, safety and cost of products through improved media and production processes.
- The application of modern scientific methods and analyzes for the control and evaluation of the raw and auxiliary materials and the products it produces.
- Maintaining moral and social responsibility in its activities.

Infrastructure:

- Continuous investment in modern building infrastructure to ensure the production, storage and handling of safe products.
- Supply of modern production equipment to ensure high productivity, stable product quality and environmentally safe work environment.
- Supply and operation of modern laboratory equipment to carry out controls to ensure the quality and safety of the raw materials and finished products produced by the Pikermi and Glyfa plants in Chalkida.

Organization:

- The implementation of modern management processes with the aim of improving communication, enhancing team spirit and cooperation between the various departments of the company and its customers.
- The implementation of certified quality management and food safety management systems based on international standards.
 - Pikermi plant: BRC, IFS, ISO 22000, ISO 9001, ISO 14001
 - Chalkida plant: BRC, IFS, ISO 22000, ISO 9001, ISO 14001
- Defining and monitoring performance targets and performance indicators to reduce losses due to lack of quality.
- The introduction of innovations in all sectors of the company.
- Long-term growth and competitiveness of the Company at international level.

Suppliers:

- Continuous collaboration with suppliers
- for the supply of quality and safe raw materials based on agreed specifications and requirements
- for the continuous improvement of the quality and safety of products produced by suppliers
- for the development of new innovative products
- to reduce costs



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Employees:

- Promoting and communicating the corporate policy for Quality and ensuring that this policy is understood and applied so that Quality and Safety become a case for everyone.
- Involvement and training of staff to achieve Product and Product safety objectives.
- Creating a safe working environment
- The disclosure of quality and security strategies and performance within the company and its affiliates and selected external stakeholders.
- Recognition of training needs and planning of staff training both in the specific subject of his / her work and in terms of Quality, Safety, Hygiene and Good Manufacturing Practices.

Customers:

- Exploring the requirements, needs and expectations of customers
- The study of customer complaints in order to solve its causes for the long-term and continuous satisfaction of market requirements.

Society

- The development and production of new products that contribute to the good health of consumers
- The operation of the business with respect to the environment
- Sustainable development aimed at developing an effective, socially just and environmentally sustainable

The company has defined and monitors each year performance indicators for the achievement of the above objectives:

- i. quality of products and services**
- ii. product safety**
- iii. infrastructure projects**
- iv. effective implementation of management systems**
- v. suppliers evaluation**
- vi. customer complaints**
- vii. prevention of accidents**
- viii. training of workers**
- ix. new products development**
- x. waste management**

ELBISCO SA declares its commitment to the Quality and Safety policy, the achievement of its goal and the continuous improvement for the company's success at international level, based on the creativity, initiative and ability of all its staff.

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