



**ELBISCO SA** 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 bread in slices and fine bakerywares in Pikermi plant and rusks, biscuits, cracker, cakes, bread for burgers and sandwiches, flour packaging in Glyfa Chalkida plant and outsourced products produced by selected suppliers, which are available in the Greek, European and international markets.

**ELBISCO SA** keeps and distributes toasted bread, fine bakerywares, dry goods, rusks, biscuits, crackers, packaged flour in own premises warehouses or in selected logistics partners warehouses, from where goods are also delivered to customers.

The Purpose of the Policy implemented by the company is the ongoing effort to respond to these obligations, and is summarized in the following commitments:

- To produce high quality products in order to meet the requirements and expectations of its customers.
- To operate in compliance with applicable law.
- To continuously improve quality, safety and cost of products through adequate resources and production processes.
- To maintain moral and social responsibility in its activities.
- To invest in modern building infrastructure in order to ensure the production, storage and handling of safe products.
- To implement certified quality management and food safety management systems based on international standards.
  - Pikermi Plant : IFS, ISO 22000:2018, ISO 9001:2015, ISO 14001:2015
  - Chalkida Plant : BRC, IFS, ISO 22000:2018, ISO 9001:2015, ISO 14001:2015
  - Sustainability (RSPO, FAIRTRADE) and religion related (KOSHER, HALAL) standards according to customer requirements.
- To determine, monitor and periodically review specific Quality Indicators and to continuously improve the Food Safety Management System (QMS).
- To monitor Key Performance Indicators regarding the achievement of the above objectives,
  - quality of products and services
  - legality, authenticity and quality of materials and products
  - effective implementation of management systems
  - suppliers evaluation
  - customer complaints
  - new products development
  - infrastructure projects
  - accidents prevention
  - employee training
  - waste management
  - Sustainability
- To cooperate with reliable suppliers for sourcing quality and safe raw materials, packaging materials and finished products, based on agreed specifications and requirements.
- To promote and communicate the corporate Quality policy and to ensure that it is understood and implemented by all.
- To train employees in terms of Hygiene, Quality, Safety, and Good Manufacturing Practices and to motivate them in order to achieve the goals concerning the quality and safety of products.
- To thoroughly meet the requirements, needs and expectations of customers and all stakeholders in terms of quality and food safety.
- To operate with respect to the environment.
- To cultivate a Food Safety culture in behavior and mindset throughout the organization.
- To implement and review an action plan for the development and improvement of the Food Safety culture.

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