

## QUALITY POLICY

The General Policy for the Quality and Safety of the company's products, as well as its quality objectives, are expressed as bellow:

**ZANAE** is committed to the production of high **quality**, **safe** products that comply completely with the specifications, international **regulations**, and **legal** requirements. **ZANAE's** products are checked for their **safety**, **quality**, **authenticity** and **legality** in all production process stages.

Company's major priority is the **customer** service and the full satisfaction of its **customers'** requirements. It aims to provide widespread support and offer the most suitable solutions. Prompt loadings, quick and safe transportation and a wide portfolio are the key points used by the company to attract new customers, thus establishing its position globally.

**The company's main objectives:**

**To produce safe products of the highest quality & to provide its customers with high quality service.**

In order to satisfy the above, **ZANAE** has established and operates a fully integrated Food Safety and Quality Management System that regulates all the operations that affect the safety and the quality.

Audits, reviews and assessments, monitor, maintain and improve the Food Safety and Quality Management System. It is orientated towards the **prevention**, the detection and the management of safety threats and non-conformances, the capitalization of opportunities and the constant improvement of itself and the goods produced.

The achievement of the above is secured through the principal processes of the Food Safety and Quality Management System that regulate operation such as:

- The regular assessment of the effectiveness of the System, through the annual and exceptional management reviews, the internal audits and the control of non-conformances.
- The clear definition of customers' requirements. Customer satisfaction is continuously monitored, documented and measured.
- The constant assessment of suppliers' performance.
- The selection, the training, the evaluation and the continuous education of personnel in order to establish the quality culture.
- The constant awareness and updating on Food Safety and Quality related issues.
- The well-documented constant following-up and measurement of the customers' satisfaction.
- The securing of the essential resources (human, structural and financial) to ensure the operational efficiency of the Food safety and Quality Management System.
- The documented investigation of the root-cause of non-conformities in order to determine the most suitable corrective actions and apply the subsequent preventive ones.
- The regular monitoring of the Quality Objectives-Targets and Indicators are documented and reviewed annually, considering internal and external issues, non-conformities, failures, and opportunities.
- The regular monitoring and implementation of legislation and regulatory requirements.
- The regular review in order to identify any possible failures and weaknesses. Based on the findings, necessary actions are defined and implemented to reduce the likelihood of potential failures.

The company places great importance on investing in its human resources and the local community, which are essential for economic development. It does so with utmost respect for **ethical** values and the **environment** in which it operates. Additionally, the company considers the **safety and hygiene** of all its employees to be a non-negotiable value of its management.

All the above ensures that the production facility complies with quality requirements, including ISO standards **9001:2015**, **ISO 22000:2018**, **BRC**, and **IFS**, as well as food hygiene requirements. The company is committed to constantly **improving** the safety management system and **quality culture**.

**Managing Director:** TILEMACHOS PENTZOS

**Date:** 08/07/2023

