

FOOD SAFETY AND QUALITY POLICY

OUR VISION is to operate mass catering facilities whose name becomes synonymous with high quality and the provision of safe food only, resulting from processes implemented both at the Central Production Unit and at catering facilities located at each customer's premises.

OUR STRATEGY consists of:

- Commitment to providing all necessary resources for maintaining, continuously improving and updating the Food Safety and Quality Management System.
- Ensuring the safety of the food we deliver by applying hygiene rules at every stage, from receipt of raw materials to delivery of finished products to our customers.
- Continuous efforts to create a friendly and pleasant environment for customers by recognizing and meeting their requirements.
- Commitment to conducting all our processes and operations ethically, respecting people, society and the environment.
- Provision of food and services of the highest quality, fully compliant with applicable legislation.
- Consistent fulfilment of our obligations, ensuring deliveries conform to customer orders and contractual requirements.
- Continuous research into the development of new products and the improvement of services at existing facilities.
- Implementation of an environmental culture and policy reflecting our corporate responsibility and commitment to environmental protection.
- Continuous review of the FSMS, processes and objectives to ensure alignment with the evolving business environment.
- Ensuring the professional competence of our internal and external partners.
- Operating the company sustainably within the framework of Corporate Social Responsibility.

By implementing our strategy, GEFSINOUS S.A. is committed to the following OBJECTIVES:

- Developing and strengthening the food safety culture of all employees through adequate resources.
- Providing all necessary resources so that all operations respect people, society and the environment.
- Continually increasing customer satisfaction while reducing complaints and responding promptly whenever they arise.
- Improvement of infrastructure, facilities and the working environment.
- Continuous employee training on the correct implementation of management systems.
- Continuous improvement of the effectiveness of Quality Management System procedures.
- Maintaining communication channels with suppliers, authorities and customers.
- Monitoring and complying with legislation and the quality and food safety indicators we have established.
- Immediate response to internal and external communication matters.
- Continuous monitoring, evaluation and reduction of food loss and waste to improve efficiency and support sustainable practices throughout the food chain.

Kind regards,

Ο ΔΙΕΥΘΥΝΩΝ ΣΥΜΒΟΥΛΟΣ


Ε. ΒΑΒΟΥΡΑΚΗΣ