

FOOD QUALITY AND SAFETY POLICY

The strategic goal of the company is the complete satisfaction of its customers through complete Inflight Catering and Ramp Handling services and through the production of meals and products of high safety and quality level.

The Management is committed to ensuring that all departments affecting the Quality and Safety of products are organized in such way and control to reduce, eliminate and above all, to prevent quality defects (failures) and recalls, aiming to complete and continuous satisfaction of customer requirements and (reasonable) expectations.

Meeting this commitment is linked to the planned and effective utilization of the human, technological and material resources that are at the disposal of the company and the latter is committed to continuously providing them to the necessary extent. Specifically, through the Quality and Food Safety Manager & HACCP Team Coordinator, as stated in the corresponding job description, the company:

- Takes care of the identification, evaluation and control of risks related to the Quality and Food Safety with a scope of application in all areas of its production & commercial activities, the provision of Integrated Services and the production of various products, the storage and handling of the products and the goods it promotes in the market.
- Continuously monitors, implements and complies with the applicable legislation and regulations for the respective fields of application concerning its production and commercial activities and establishes procedures to comply with the specific requirements.
- Establishes methods to measure, to the extent possible, all indicators required in **Quality Management Systems (QMS) & Food Safety Managements Systems (FSMS)** and their performance.
- Defines Programs, in order to launch and systematically monitor the implementation of the actions required to improve the Management Systems.
- Includes the assessment of the Quality and Food Safety objectives and the path to their achievement. It presents the issues, revisions and new data during the decision-making process in the Management Reviews on an annual basis and whenever deemed necessary.
- Establishes internal communication channels in the company, so that the staff is aware of Quality and Food Safety issues and actively participates in the implementation of QMS & FSMS.
- Ensures communication with other stakeholders so that there is a creative exchange of information and the cultivation of relationships of mutual trust.
- With Quality and Food Safety criteria, evaluates the suppliers of materials, products and services and directs its purchasing options accordingly.

For the company, corporate responsibility starts from within a company that respects and supports the development of its human resources, the continuous improvement and prevention, in order to minimize achieve the set objectives.

In order to achieve the above, the Management is committed to:

- The installation and systematic implementation of the QMS & FSMS in accordance with the requirements of the ISO9001 and ISO22000 standards, the development, implementation and consolidation of the corporate culture and its diffusion in all involved sectors (Quality, Food Safety)
- Comply with the national and European legislation and with the requirements of the relevant international standards for all areas of its business activity.
- Continuously improve the QMS & FSMS of the products and services provided and to continuously satisfy customers and consumers.
- Informing each employee of their specific responsibilities regarding quality and food safety, by involving them in the implementation of the systems.
- Organizing a training plan, aiming to provide the company's staff with the necessary education, training and information.
- The establishment of measurable indicators and goals, the achievement of which is reviewed on an annual basis and whenever required and deemed necessary for the purpose of continuous **Improvement**. Takes into account any significant changes in the organization, legislation or business environment and revises objectives and policy accordingly.

CEO

