

QUALITY & FOOD SAFETY POLICY

The guiding principle of **Dragees Hatziyiannakis S.A.** company is the provision of Quality and Safe products, aiming for continuous customer satisfaction and ongoing improvement, as a result of the processes defined by the Quality & Food Safety Management System implemented by the Company, with absolute commitment to the following principles:

1. Provision and allocation of the necessary resources for the implementation and effective operation of the Quality & Food Safety Management System.
2. Ensuring food hygiene and safety through the consistent application and ongoing verification of the Food Safety Management System.
3. Compliance with international standards such as BRC, BRC/FSMA, Rainforest Alliance, and the specific Halal and Kosher protocols, as well as with the relevant regulatory and legal requirements.
4. Implementation and continuous evaluation of clearly designed procedures, which are communicated to staff, adapted, and shaped with the aim of continuously improving their effectiveness.
5. Continuous training of employees and enhancement—by all means—of the culture of food safety (food safety culture) and product quality (food quality culture).
6. Ensuring through our choices that criteria of safety, authenticity, legality, and high quality are met, and that the integrity of the food is always maintained throughout all stages of production and distribution. Food Integrity refers to the condition in which a food product is sound in every respect (technically, organoleptically, ethically, and hygienically).
7. Maintenance of communication channels with our suppliers, consumers, competent Authorities, and other relevant organizations, which may be related to the effectiveness and updating of the Food Safety Management System.
8. Systematic monitoring of our customers' needs and expectations, developments in the food market, new scientific data, legislation, and other requirements.
9. Focus on our customers with responsibility and respect, with continuous efforts to increase their satisfaction and reduce complaints.
10. Maintenance of excellent infrastructure and working environment conditions across all Company facilities.
11. Improvement of services for consistent and proper distribution of products at the new, modern facilities, at Polydendri, Attica.
12. Taking necessary corrective actions where required, considering customer complaints, deviations, and shortcomings of our Company as opportunities for improvement for all of us.
13. Ethical approach and contribution to sustainability in all Company processes and operations, with absolute respect for people, the environment, and society.

Additionally, in the context of continuous improvement, the Company identifies threats and opportunities, evaluates them, and sets objective goals, around which there is ongoing and systematic effort by everyone in the Company. To monitor the Quality Objectives, Quality and Safety Indicators are defined, and the degree of their achievement reflects the extent to which the objectives are met and the effectiveness of the Company's processes.

The Quality & Safety Policy established by the Company is understood by all employees and its fulfillment is their daily concern.

THE CEO

Mr. Dimitris Hatziyiannakis