



HATZIYIANNAKIS

## QUALITY & FOOD SAFETY POLICY

The guiding principle of **Dragees Hatziyiannakis S.A.** is the provision of quality and safe products, achieving continuous customer satisfaction and ongoing improvement through the effective implementation of the Quality & Food Safety Management System, with full 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 the requirements of BRCGS, IFS Food and the FSMA legislation, as well as with applicable certification protocols Rainforest Alliance, Halal, Kosher and all relevant legal and regulatory requirements, with emphasis on food fraud prevention and protection of food authenticity.
4. Ensuring, through the Company's decisions and processes, that product safety, legality, authenticity and high quality criteria are met, with emphasis on food fraud prevention and the protection of food integrity throughout all stages of production and distribution. Food integrity refers to maintaining the technical, organoleptic, ethical and hygienic characteristics of food products.
5. Continuous training of employees and reinforcement of food safety culture and food quality culture across all levels of the organization.
6. Maintaining effective communication channels with suppliers, consumers, competent authorities and relevant organizations that may impact the effectiveness and continuous improvement of the Food Safety Management System.
7. Systematic monitoring of customer needs and expectations, developments in the food sector, new scientific data, legislation and other applicable requirements.
8. Customer-focused approach with responsibility and respect, aiming at increasing customer satisfaction and reducing complaints.
9. Maintaining excellent infrastructure and working environment conditions across all Company facilities.
10. Continuous improvement of services to ensure consistent and reliable product distribution at the Company's facilities in Polydendri, Attica.
11. Implementation of corrective actions where required, considering customer complaints, deviations and identified weaknesses as opportunities for improvement.
12. Ethical conduct and contribution to sustainability in all Company processes and operations, with full respect for people, the environment and society.

Additionally, within the framework of continuous improvement, the Company identifies risks and opportunities, evaluates them and sets measurable objectives. Quality and Food Safety Indicators are established to monitor these objectives, while their achievement reflects the effectiveness of the Company's processes.

The Quality & Food Safety Policy established by the Company is communicated, understood and implemented by all employees and reviewed periodically by Top Management.

Dimitris Hatziyiannakis, CEO

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