

QUALITY POLICY

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

ZANAE is committed to producing **quality** and **safe** food for consumption that is fully compliant with applicable specifications, international **regulations**, and **legal** requirements. ZANAE's products are checked for **safety, quality, authenticity, and legality** in all production process phases.

The company's main priority is **customer** service and complete indulgence of its **customers'** requirements. It aims to provide widespread support and offer the most suitable solutions. Immediate loadings, fast and safe transportation, and a wide variety are the key points the company relies on to gain new customers continuously. In this way, ZANAE establishes its flavors across the planet.

The company's primary goals are the high quality and safety of the products and the excellent customer service.

To satisfy the above, ZANAE has installed and implemented an integrated QMS/QMAS. QMS/QMAS regulates all the company's processes that affect its products' quality and safety.

Inspection, evaluation, and review programs monitor, maintain, and improve QMS/QMAS. QMS/QMAS emphasizes **prevention**, detection, and effective response to threats and non-conformities. It focuses on taking appropriate action to optimize opportunities, satisfying the requirements and expectations of interested parties, and continuously improving the system and the products it produces.

The fundamental processes of the QMS/QMAS ensure the achievement of the above and define actions such as:

- Internal Inspections and annual and urgent Administration Reviews systematically monitor the system's effectiveness.
- Customers' requirements are **translucency-determined**, and customer satisfaction is continuously monitored, documented, and measured.
- The Suppliers' performance is continuously monitored.
- The non-conformities are continuously monitored. The causes of non-conformities are searched to determine and implement the necessary actions. In this way, the recurrence of non-conformities is avoided.
- The employees are carefully chosen, provided with ongoing training, and regularly assessed for performance.
- The staff is consistently updated and well-informed about the quality and safety of the food.
- The necessary resources (human, material, and financial) are ensured to operate the QMS/QMAS effectively.

- A systematic search is conducted 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 targets and quality indicators are documented and reviewed annually, considering internal and external issues, non-conformities, failures, and opportunities.

- The legislative provisions are being constantly monitored and put into effect.

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 consistently **improving** the safety management system.

Chief Executive Officer

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TELEMACHOS PENZOS