

FOOD QUALITY AND SAFETY MANAGEMENT

The company provides for the ongoing education, training and evaluation of its staff responsible for carrying out the projects that it undertakes.

The company operates in line with legal provisions and safety standards. To this end, we cooperate with a Legal Advisor, as well as with a Safety Engineer who is one of the company owners at the same time.

For the preparation of meals, the company utilizes certified professional equipment by authorized suppliers, which is suitable and sufficient for mass production sites.

Our equipment is modern and complies with the standards established by the European Union, allowing us to produce 10,000 meals daily.

Our equipment includes a series of specially modified vehicles that are suitable for food transport and licensed by the Hellenic Food Authority (EFET). They also meet all the requirements for the safe transport of goods, in accordance with European regulations (EC) 852/2004 and (EC) 853/2004.

In the framework of the measures taken by the company to safeguard the quality of the services provided, we constantly maintain our equipment (tools and machines) so as to retain its smooth and qualitative operation.

Moreover, our measuring instruments are constantly calibrated and tested in order to provide accurate and reliable measurements of the aspects affecting the quality and safe-

ty of our products. At the same time, the premises of the company as well as the production and control equipment comply with the guidelines of the Good Manufacturing Practice (GMP).

Furthermore, all our equipment and utensils are cleaned and disinfected according to the established cleaning and disinfection program. The cleansers and disinfectants that we use are accompanied by technical instruction leaflets and safety data sheets.

Our company's activities are monitored by an accredited certification body in terms of compliance with ISO 22000:2005, ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 requirements for food safety, quality, environmental and occupational health and safety management, allowing us to identify the aspects that we need to improve.

The company's activities are also bound to controls carried out by health services that ensure their adequacy and detect possible deviations, helping us to take the necessary corrective actions. These controls are carried out and facilitated under discreet supervision by the Management System Director.

For the production of our products we use raw materials that meet the required standards and are subject to constant controls, whereas the water used in the production process is also controlled and meets the drinking water requirements. The equipment we employ is tested and calibrated on a regular basis, while it has been cleaned and disinfected from the previous day. All these procedures are carried out in line with the established procedures of the food safety management system.

Production conditions are monitored, controlled and recorded on a daily basis. The Food Safety Management System Director determines the frequency of controls and

monitoring, while the guidelines that govern individual and crucial production stages are recorded and when necessary posted at the site of production.

The company focuses on producing and distributing products that abide to the highest possible safety standards and thus carries out controls and tests upon the completion of production and distribution, in order to safeguard the quality and safety of its operation and products.

Our policy aims at ensuring high quality and safety standards of final products. More specifically, the final products are subjected to microbiological controls at laboratories certified by the Hellenic Accreditation System (E.SY.D.), which verify their safety. The sampling plan, microbiological analyses and test methods per control parameter, along with control limits, are described in detail in the verification process of the Food Quality and Safety Management System.

At the same time, the effectiveness of precautionary measures and critical control points in operational prerequisites is also monitored by carrying out laboratory analyses of products.