

## QUALITY POLICY



**The Management of Fragiadakis Konstantinos & Co. G.P., based in Amygdalies, Mires, Crete, operating in the export, standardisation, and distribution of honey and hive products, is committed to delivering products and services of consistently high quality while ensuring customer safety. Within this framework, the company has established and implements the following Quality Policy.**

### **The Company and its Management are committed to:**

- ✓ Ensuring that all food products and services comply fully with applicable national and European legislation, as well as all other relevant regulatory requirements and agreed customer specifications
- ✓ Providing all necessary resources to enable employees to perform their duties effectively, safely, and without interruption in an appropriate working environment
- ✓ Pursuing continuous and uninterrupted improvement of its services, ensuring a stable and consistent supply of high-quality food products
- ✓ Acting responsibly to safeguard the health and safety of its customers
- ✓ Continuously improving the effectiveness of the Quality Management and Food Safety systems implemented

### **To achieve the above commitments, the Company:**

- ✓ Trains, supervises, and manages its personnel to ensure competence and active contribution to quality objectives
- ✓ Provides appropriate infrastructure, equipment, and working conditions to ensure product quality and food safety
- ✓ Monitors customer satisfaction and actively seeks feedback regarding the quality of products and services
- ✓ Applies strict control through its Food Safety Management System, in accordance with internationally recognised standards such as ISO 22000 and FSSC 22000
- ✓ Establishes measurable objectives and systematically monitors its operational performance
- ✓ Analyses collected data to drive continuous improvement and enhance customer satisfaction

**The Quality Policy is regularly reviewed to ensure its ongoing suitability and effectiveness.**

**It is communicated, implemented, and maintained across all organisational levels. All employees and suppliers are informed of the Policy and are required to contribute to its implementation.**

**Management is fully committed to supporting and maintaining the application of this Policy.**

01/04/2024

The Management