

The **BAKER MASTER S.A.** policy is to respond to customer needs by offering products that fully meet the demands of modern consumers and legislation.

The company is therefore committed and always targets products that:

- Comply with the standards, regulations, provisions that apply to them
- are suitable for intended use

The basic guideline for **BAKER MASTER S.A.** is the quality and safety and legality that must be provided to the customer at all levels of his standards (quality, financial, direct order execution). The main objective of the company is economic development that is designed and implemented considering environmental protection and sustainability (sustainable development). To achieve this, all the company's activities are properly designed and controlled.

Management has therefore recognized the necessity of setting up and operating an integrated Quality Management System that is fully in line with the requirements of **ISO 9001: 2015** and the establishment of a HACCP system where risks are identified, assessed and controlled to ensuring the Hygiene and Safety of products in compliance with the requirements of **ISO 22000: 2005**, as well as the requirements of the **International Food Standard, version 6.1**. The Food Quality and Safety Management System at **BAKER MASTER S.A.** is applied at all stages of product production, from raw materials, to their processing up to final disposal to customers. The Food Quality & Safety Management System is applied at **the company's headquarters at 8, Archaïou Theatrou str., Alimos, Attica.**

Within the framework of the recorded and implemented policy, the company monitors and traces the needs of the customers, as well as the technological and market developments in which "**Design, Production & Distribution of Frozen & Baked Dough Products**" is activated, so that it is able to produce perfect and safe products, of technical quality, as well as integrated services that ensure the absolute satisfaction of the requirements and expectations of its customers. These systems will constantly improve to always meet the ever-growing expectations of customers and to align with market and legal requirements in line with new scientific evidence. Systematic evaluation of opportunities & threats makes it easier to achieve our goals.

Under this policy, the management of **BAKER MASTER S.A.** adequately addresses intra-company communication, with its suppliers, consumers, competent authorities and other organizations that may be related to the effectiveness and updating of S.D.A.T. and S.D.P., to ensuring the availability and adequacy of food safety information. It also monitors customers' needs, developments in the food market as well as legislation and regulations to be able to provide products and services to satisfy the requirements and expectations of its customers, considering the other interested parties and, on the other hand, the protection of the environment.

The **objective objectives** around which there is a continuous and systematic effort in the company include:

- improving customer satisfaction
- perfect and consistent disposal of the products
- safety of the products produced
- reducing consumer complaints
- environmental protection

To monitor Objective Quality Targets, Quality Indicators as well as Safety Indicators per Business Process are defined under the responsibility of the Food Quality and Safety Manager and presented to the Company's Management in the context of its S.D.A.T. and S.D.P. reviews. The course of the indicators illustrates the degree of implementation of the objectives and may lead to modifications to the Food and Safety System.

The management of **BAKER MASTER S.A.** is committed, to provide all the resources required for the implementation and efficient operation of the Quality Management System and the Food Safety Management System.

Specifically, the three pillars of this Quality - Safety Policy:

- the observance of the Food Quality & Safety Management System,
- the customer satisfaction and
- the continuous improvement

is a duty and an offer, including ethics and the responsibility of all staff in **BAKER MASTER S.A.**

THE MANAGING DIRECTOR

NEKTARIOS KRANIS

ΚΩΔΙΚΟΣ	ΕΚΔΟΣΗ	ΗΜ/ΝΙΑ ΕΓΚΡΙΣΗΣ	ΣΕΛΙΔΑ
ΠΟΛ	7.0	12.12.2017	1 ΑΠΟ 1