



FOOD SAFETY POLICY

15.01.2025

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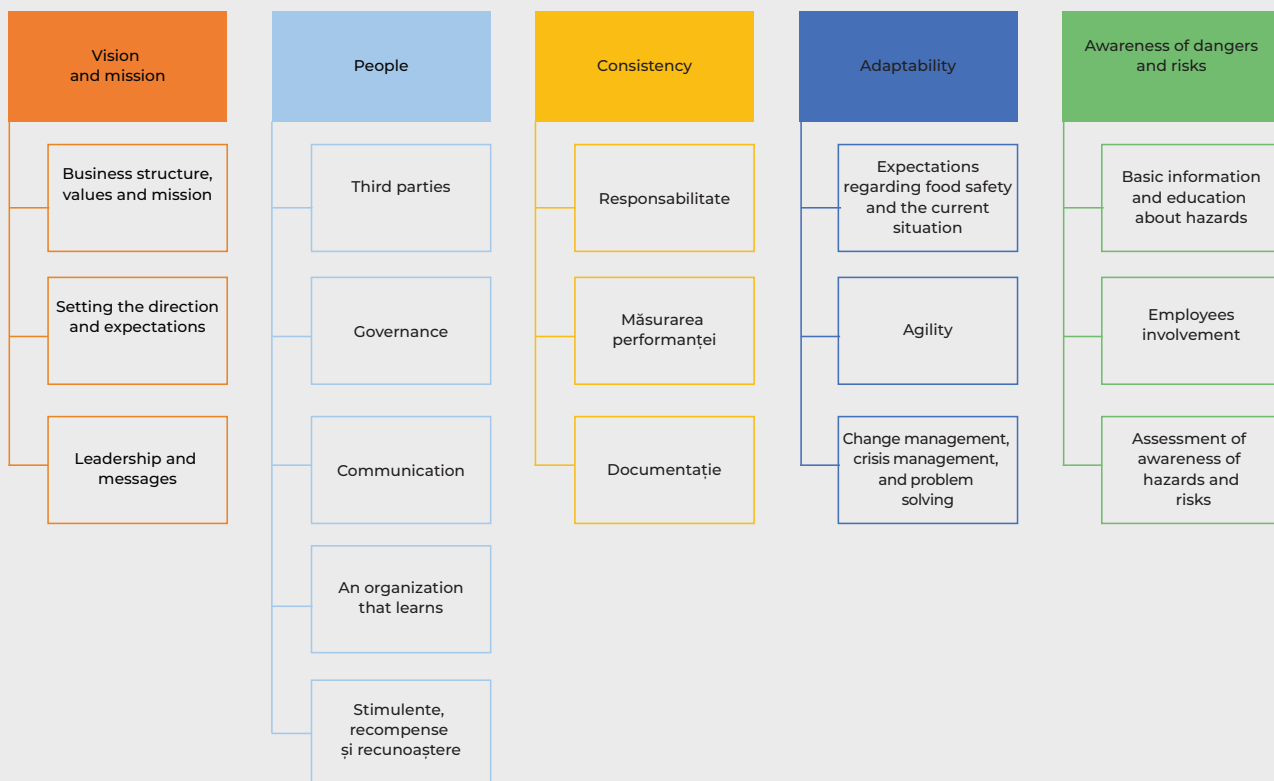
SC DeliGroup Professional Services SRL, through its food safety culture, adopts and integrates processes designed to protect products, extending these principles to how employees understand their role within the organization, as well as the organization’s responsibility for ensuring food safety.

Educating staff on food safety requirements is essential to ensure compliance with the rules and regulations necessary for maintaining food safety. In addition, comprehensive training on processes and procedures plays a significant role in reducing product-related risks and in maintaining high standards of food quality and safety.

Building and maintaining a proactive and responsible food safety culture is achieved through the following actions:

- developing training and educational programs accessible to all employees, tailored to each individual’s level of competence and specific responsibilities;
- raising awareness that compliance with food safety standards and regulations directly contributes to protecting consumers’ health and well-being;
- documenting and standardizing processes to ensure consistent compliance with food safety requirements;
- promoting individual accountability and responsibility;
- implementing a reward and incentive system for reporting non-conformities and identified issues;
- communicating clear and relevant information through regular updates and internal communications;
- developing an employee feedback system to encourage continuous improvement;
- monitoring and evaluating performance;
- recognizing and promoting positive achievements and results.

The five dimensions and essential components of food safety culture:





VISION AND MISSION

Through our vision and mission, we define and communicate the company's purpose and direction within the organization, via messages addressed to all stakeholders.

The vision and mission are established by the leadership team, and strategic direction is maintained through regular monitoring meetings and management reviews to ensure the organization's sustainability and continuous development.

Circumstances that may lead to an adjustment in organizational direction include:

- changes in legislative and regulatory requirements;
- changes in product categories;
- expansion into new markets;
- the occurrence of major food safety incidents;
- advances in science, technology, and analytical methods

The organization's leadership sets the direction and supports the development of a food safety culture through management reviews. Establishing a clear direction contributes to the production of safe and high-quality products.

The food safety policy is integrated into the company's strategy and is an essential element in achieving organizational objectives. Internal communication is carried out through clear, consistent messages tailored to different categories of personnel and stakeholders to ensure a common understanding of food safety requirements.



PEOPLE

A food safety culture is implemented at all levels of the organization. From company leadership down to every employee, there is a shared understanding that food safety is everyone's responsibility. The food safety team coordinates specific activities and is composed of specialists in the following fields:

- food safety and quality;
- supply of raw and auxiliary materials;
- hygiene;
- allergen management;
- technology;
- maintenance.

This team continuously monitors food safety and quality throughout the entire “farm-to-fork” chain, covering the stages of ingredient sourcing, production, preparation, and delivery to customers. The employee training system is continuously improved through tailored micro-training sessions designed to reinforce knowledge of food quality and safety.

We have developed a food safety culture in which employees are encouraged to speak up and take action whenever they identify situations that do not meet established standards. People are a key element of food safety, and their behavior and involvement, from suppliers through to interactions with the end customer, directly influence the safety of our products. In this regard, it is essential to clearly define roles and responsibilities through job descriptions and structured training programs.

This dimension includes both the continuous training and education of staff and the reinforcement of appropriate behaviors, as well as the development of an effective governance system and the promotion of organizational values. The degree to which employees are empowered to actively contribute to food safety directly influences the organization's ability to adapt, improve, and maintain a strong food safety culture.

Effective communication ensures a clear and consistent understanding of food safety messages at all levels of the organization. It is also essential that all leaders consistently uphold these principles and reinforce them through ongoing theoretical and practical training, which is properly documented.



COHERENCE, CONTINUITY, PROGRAMS, POLICIES, AND PROCEDURES

Consistency refers to the appropriate alignment of food safety priorities with requirements related to people, technology, resources, and processes, ensuring the consistent and effective implementation of a robust food safety culture.

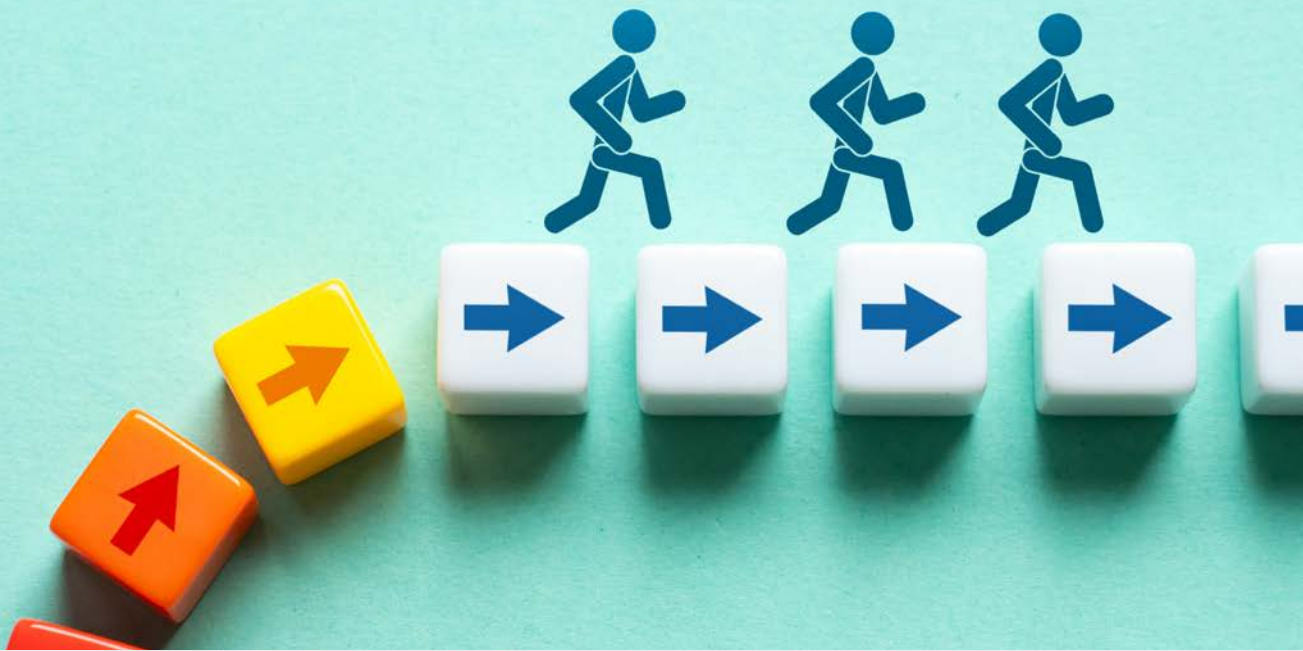
Our company has implemented programs designed to ensure a high level of quality and to prevent the occurrence of non-compliant or low-quality products.

The success of food safety programs depends directly on the human factor, and our employees are thoroughly trained in safe food handling practices, as well as in good manufacturing and hygiene practices (GMP, GHP).

The procedures and guidelines we follow reflect our commitment to food safety and quality, covering the entire operational process, from the receipt of raw and auxiliary materials, through storage, preparation, and packaging, to the delivery of products to customers.

Consistency is supported by three main elements:

- management accountability through the allocation of necessary resources;
- performance measurement through periodic evaluations;
- specific documentation (HACCP plans, food fraud prevention and food defense plans, procedures, instructions, specifications, etc).



ADAPTABILITY

Adaptability refers to an organization's ability to adjust to changing influences and conditions. Changes may be anticipated or may arise in the form of unforeseen events, such as a product recall. A strong food safety culture reflects the organization's ability to prepare for, respond to, and adapt effectively to change. In this context, leadership plays a key role in how the organization manages change and responds to crises.

To create a suitable environment and prepare the organization, simulations and tests are conducted periodically, such as product withdrawal/recall simulations or verifying the effectiveness of food defense and fraud prevention plans. The results of these exercises are used as a basis for continuous improvement and the development of adaptability.

THE IMPORTANCE OF UNDERSTANDING HAZARDS AND RISKS

Understanding hazards is essential for developing an effective food safety culture. This is achieved through continuous education, promoting organizational values, reward systems, corrective actions, recognition, and reinforcing the importance of identifying and controlling food safety risks.

It is essential that all employees understand "why we do what we do," which helps build confidence that the decisions made are correct and aligned with policies, procedures, and investments in human and material resources.

As we improve our internal processes, we consider it a priority to share this information with suppliers, customers, partners, and relevant authorities, thereby contributing to transparency and collaboration in the field of food safety.

Management

DeliGroup Professional Services