



SERVICES AND FOOD QUALITY POLICY

15.01.2025

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DeliGroup Professional Services SRL, specialized in food service (industrial catering) and support services (cleaning of indoor and outdoor spaces, snow removal, weed control, etc.), has a moral obligation to protect its customers by providing safe services that pose no potential health risks.

Our priority is to ensure that:

- the products we offer are prepared to the highest standards, using safe, high-quality ingredients;
- support services are delivered at the highest level of quality and using appropriate technologies, meeting established deadlines, with no complaints, as customer satisfaction is our primary concern.

We are committed to complying with all applicable legal regulations, as well as the international standards to which we adhere, without being limited to them.

Specifically, we aim to carry out the following actions:

- comply with the laws and regulations of the food quality and safety authorities applicable to the organization;
- continuously improve the employee training system through appropriate micro-training sessions, with a view to strengthening knowledge regarding food safety;
- ensuring that all employees comply with internal policies and procedures;
- enforcing equivalent quality and safety standards among suppliers and contractors;
- maintaining a high level of customer satisfaction;
- ensuring the organization's sustainable development and long-term profitability.

DeliGroup Professional Services SRL, through its top management, is committed to the continuous improvement of the management system and to allocating all necessary, human and financial, resources to implement this policy throughout the organization, as well as to communicating this policy and the standards that underpin it to all employees.

We will regularly review:

- the quality and safety of food products and services;
- the quality of our support services.

Annually, the management ensures that this policy is reviewed to remain consistently aligned with the company's aspirations and its primary objective of providing customers with safe products and services. Additionally, **DeliGroup Professional Services SRL** ensures that its policy regarding food quality and safety, as well as the quality of support services, is made available to all relevant stakeholders.

Management

DeliGroup Professional Services