

## QUALITY AND FOOD SAFETY POLICY

The focus on Quality and Food Safety within all aspects of the activities of Coca-Cola HBC Bulgaria is our strategic choice and main goal.

We believe that success of the Company depends on the supply of high - quality products, packages and services that meet and exceed customer and consumer expectations based on the trust in our brands and in Company reputation. In the very foundation of this trust lies the responsibility for the production and distribution of quality and safety products.

We are committed to continually enhancing the reputation of the brands we produce and distribute, maintaining consumer confidence in our portfolio through the development and implementation of quality and food safety system, standards and practices.

To Coca-Cola HBC Bulgaria, the Quality and Food Safety are not related only to products which the Company manufactures but are demonstrated in all our activities and include everything we do. Coca-Cola HBC Bulgaria believes that the responsibility for achieving quality and food safety commitment lies with every single Coca-Cola HBC Bulgaria employee in how they do their job and in their relationship with stakeholders. Quality and Food Safety is the responsibility of every employees that has direct influence on ingredients, packaging, manufacturing, storage and transport of products.

To achieve our goal, we follow the principles:

- ✦ Manufacture, store, distribute and deliver our products, using the highest standards of Good Manufacturing, Hygiene and Warehouse Practices and accomplish all our activities in a way which guarantees Food Safety, ensures Quality and complies with all TCCC and CC Hellenic (where applicable), Bulgarian and European legislation requirements, as well as with consumers' expectations and mutually agreed customers' requirements related to quality and food safety.
- ✦ Develop and implement Integrated Systems of managing product quality and safety, in compliance with the worldwide recognized standards ISO 9001, ISO 22000, FSSC 22000 and the requirements of TCCC and CC Hellenic (where applicable), in all production and distribution centers which are subjects of regular internal and external audits. In this way we validate constantly the conformity with the applicable standards and with the Policy of Coca-Cola HBC Bulgaria, and ensure continuous improvement, thus turning these systems into a sustainable part of the process of improvement and Company growth.
- ✦ Develop, implement and continuously improve the system for hazard analyses, monitoring and control in each step of the process, ensuring Food Safety of the ingredients, materials, packages, processes and final products. Apply risk assessment methodology, aligned with the context in which we operate to facilitate our ability to achieve quality and food safety management system objectives and continuous improvement.
- ✦ Establish working environment with focus on the product Quality and Safety, where, through structured programs, we train our employees, and develop their technical skills, and emphasize on each employee's responsibility for ensuring Safety of the Food manufactured and distributed, and of the continuous improvement of Quality of products and services which we deliver to our customers and consumers.
- ✦ Conduct review, assessment and update, if necessary, of the policy, standards and procedures of Food Safety, on each change in materials, products, packages, processes, or technology, so to ensure effective management of the risk related to the safety of manufactured and distributed products.
- ✦ Include Quality and Food Safety management strategies in the annual business planning process, ensuring that Quality and Food Safety remain an integral part of our business.
- ✦ Set annual measurable Quality and Food Safety objectives to ensure continuous improvement and compliance with all applicable standards. Conduct regular review meetings of Quality performance and product Safety and evaluate our achievements and progress towards the Key business indicators set for Company performance.
- ✦ Communicate Quality and Food Safety requirements to suppliers, contractors, customers, consumers and other relevant interested parties and ensure that our suppliers of raw materials, and contractors, share the same responsibility towards the Quality and Food Safety by controlling and monitoring the raw materials or services they deliver and by implementing incoming control or auditing, where applicable. We use only suppliers approved by TCCC for ingredients and primary packages.
- ✦ Communicate to our employees, customers, consumers, contractors and principal stakeholders that have an impact on or are affected by Coca-Cola HBC Bulgaria Quality and Food Safety management system all circumstances, requirements, recommendations and hazards which could cause damage of our products and would threaten consumer's health in any way, as well provide full cooperation to state and regulatory bodies related to Food Safety.

We encourage and communicate to all our employees, their right to use our confidential Speak Up! line at [www.coca-colahellenic.ethicspoint.com](http://www.coca-colahellenic.ethicspoint.com) or [code.ofbusinessconduct@cchellenic.com](mailto:code.ofbusinessconduct@cchellenic.com) if they believe that a violation of the Quality and Food Safety Policy exists. The Speak Up line is managed by an independent contractor on behalf of CCHBC Group and allows all concerns to be expressed anonymously and in Bulgarian (or other) language.

Sofia city  
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Yavor Stefanov .....  
General Manager, CCHBC Bulgaria