



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 or exceed customer and consumer high expectations based on the trust in brands and in Company reputation. In the very foundation of this trust lies the responsibility for the production and distribution of safety products.

To Coca-Cola HBC Bulgaria, the Quality is not related only to products which the Company manufactures but is demonstrated in every our activity, and includes everything we do. Coca-Cola HBC Bulgaria believes that the responsibility for achieving quality commitment lies with each Coca-Cola HBC Bulgaria employee in execution of her/his job and in her/his relationship with stakeholders. The Food Safety is the responsibility of all employees that have 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 – KORE and CC Hellenic (where applicable), Bulgarian and European legislation requirements, as well as with consumers' and customers' expectations.
- ✚ 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.
- ✚ 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.
- ✚ Implement the latest achievements of science, engineering and information technologies to improve processes of monitoring, controlling and tracking of raw materials and production so to continuously improve Quality and Safety of the products we manufacture.
- ✚ Ensure that our suppliers of raw materials, and contractors, share the same responsibility towards the Quality and Food Safety, and control and monitor the raw materials or services they deliver, by implementing incoming control or auditing, where applicable. We use only suppliers approved by TCCC for ingredients and primary packages.
- ✚ Communicate to our customers, consumers and contractors 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.
- ✚ Include quality management strategies in the annual business planning process, ensuring that Quality and Food Safety remain an integral part of our business.
- ✚ 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 – KORE and CC Hellenic (where applicable), in all production and distribution centers which are subjects of regular audits, so to validate the conformity with the standards and with the Policy of Coca-Cola HBC Bulgaria, and ensure continuous improvement, thus turning these systems into a constant part of the process of improvement and Company growth.
- ✚ 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.
- ✚ 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.

Sofia city
07/01/2019

Juerg Andreas Burkhalter.....
General Manager, CCHBC Bulgaria

Konstantin Atanasov
Member of the Board of Directors, CCHBC Bulgaria