

1. SCOPE

The purpose of the Integrated Management System Policy of «GR. SARANTIS S.A.» is to assist the production and trade of goods that meet customer requirements and expectations in terms of quality and fully comply with the applicable Statutory and Regulatory Requirements.

2. OBJECTIVE

The objective of the Integrated Management System Policy of «GR. SARANTIS S.A.» is to obtain a powerful competitive advantage and gain superiority in the Company's operating sectors.

3. RESPONSIBILITIES

The Integrated Management System Policy of «GR. SARANTIS S.A.» was prepared under the responsibility of the Quality Department. The same Department is responsible for its application and updating.

The Policy is approved by the Management Board, according to the *Minutes No 3648 of the 26th of August 2019*.

4. COMMITMENT STATEMENTS

SARANTIS GROUP is one of the leading Consumer Product Companies, which is active in the sectors of Fragrances & Cosmetics, Personal Care products, Health & Care products, as well as Household products.

«GR. SARANTIS S.A.» takes all possible protective measures and conducts all necessary quality controls on the produced and marketed goods, in order to assure health and safety to the consumer.

High hygiene standards and strict quality controls are applied at each stage of the production process.

The Company collects and archives all necessary documents, accompanying the raw and packaging materials which are used in the production process, required by internal procedures and/or legal framework.

The applied Integrated Management System has been designed and installed in order to meet the requirements of the **International Standards ISO 9001, FSSC 22000, ISO 13485, ISO 22716 & ISO 50001**, with specific emphasis on the following:

- ✓ To focus on customer satisfaction, effective handling of customer complaints and continuous communication with them, so that the Company constantly gains customers' trust.
- ✓ To maintain communication channels between suppliers and the Company.
- ✓ To commit to continual improvement of the Company's energy performance.
- ✓ To comply with the applicable Statutory and Regulatory Requirements.
- ✓ To apply the appropriate measures of hygiene & safety, to ensure the quality of produced and traded products-and to control the energy performance, throughout the entire supply chain, so as to assure that products fully comply with the requirements of the National and European Legislation and the Regulations deriving from them.
- ✓ To ensure the continuous personnel training and awareness, aiming at a) the understanding of the Integrated Management System Policy; b) the hygiene and safety of produced and traded products; and c) the promotion of an energy saving culture.
- ✓ To re-evaluate this Policy, regarding its appropriateness.
- ✓ To control the effectiveness of the Integrated Management System, aiming at its continuous improvement.
- ✓ To ensure availability of information and all necessary resources, in order to achieve established goals and objectives.

- ✓ To evaluate the extent to which goals and objectives have been met, through their review and their continuous reappraisal.
- ✓ To develop processes and procedures which cover all the activities of the company, oversee their implementation, and evaluate their effectiveness, through a framework of appropriate indicators.
- ✓ To determine and address opportunities and risks, which can affect either the conformity of products and services, or the Company's ability to enhance customer satisfaction.
- ✓ To supervise the strict application and implementation of GMPs (Good Manufacturing Practices), GHPs (Good Hygiene Practices) and HACCP Study (where this is applicable).
- ✓ To continuously attempt and support the purchasing of energy-efficient products or services and to design energy performance improvements.