Quality Policy

AGRO.VI.M. SA standardizes agricultural products (olive oil, olives, figs), according to the applicable National and International standards of quality, hygiene and safety, with respect and responsibility towards the consumer and the Greek tradition.

Basic principle and commitment of **AGRO.VI.M. SA**, but also the philosophy of each of its executives, is to provide its customers with products that fully meet their contractual requirements (including potential sensitive users to allergenic foods), to comply with the relevant laws and regulations for food (including the recommendations of the competent authorities) and achieve the quality objectives set by the company.

The absolute customer satisfaction is a vital element of the company's sustainability.

AGROVIM
genuine
origin
authentic
taste

To achieve the above, the Management of AGRO.VI.M. SA:

- ✓ Has established, implemented, maintained and continuously improved the Management System, including the necessary processes and their interactions, in accordance with the requirements of International Standards ISO 9001: 2015, as well as the food safety system and environmental management system, as well as the workplace safety system. The QMS applies to the company and for all the above activities that have an impact on the quality of its products and the satisfaction of its customers.
- ✓ Reviews and continuously improves the characteristics of its products, where possible, as well as the effectiveness of its Processes and consequently of the entire QMS.
- ✓ Systematically invests in modern building infrastructures, production equipment and quality control equipment.
- ✓ Sets measurable Objective Targets (Objectives) for Quality at corporate level, at operational level of Departments and / or Processes. These Objectives are established and evaluated in terms of their degree of achievement in the context of the QMS Review by the Higher Management.
- ✓ Identifies the stakeholders affected by its activity and identifies their needs and expectations.
- ✓ Recognizes and evaluates the risks associated with its operation, identifies potential situations that may be an obstacle to achieving its goals and takes management measures.
- ✓ Provides the necessary resources for the smooth, efficient, and effective operation of each Department.
- ✓ Invests in the continuous education, information, and training of its executives to promote Quality in each of their activities.
- ✓ Monitors, measures, and evaluates the critical parameters of its Processes, in order to ensure the Quality and the satisfaction of its customers.
- ✓ Ensures that the processes implemented do not burden the environment.
- ✓ Monitors allergenic ingredients, so that they are used exclusively for the purpose they serve and sets processes to ensure it.
- ✓ Ensures not to use or merchandise genetically modified products and raw materials.

Adopting the principle of continuous improvement, **AGRO.VI.M. SA** recognizes and rewards teamwork as well as individual effort, invests in people and respects the customer.

The Management is committed to the implementation of the Quality Policy, to compliance with legal requirements and standard requirements, with all employees in the company sharing responsibility.

AGRO.VI.M. SA
Dimitrios Gyfteas, Chairman of the Board
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