



PIRIN SPRING AD

QUALITY AND SAFETY POLICY

The focus on quality in the whole aspect of activities of the company is our strategic choice and main purpose, expressed in the production and sale of high quality products that meet the growing from expectations our customers and end consumers. Maintaining a high quality requires a responsible behavior not only from the side of the company, but also from each employee and depends on the way that each one performs their duties and interacts with the different stakeholders. The safety of the product itself is the responsibility for all of us who have direct access or influence over raw materials, packaging, storage and transport of products.

The quality policy of "Pirin Spring" AD is subjected to the requirements of international standard IFS Food Version 6 for quality and safety management systems for food products and the HACCP management system for food safety.

Our daily responsibility and commitment are bottling of natural mineral water and providing our customers with reliable and high-quality product.

This policy is based on the core mission of "Pirin Spring" AD:

To produce and offer our customers an authentic an superior natural mineral water of excellent quality by ensuring its natural purity and capturing its exceptional natural taste.

In order to achieve this objective the company's management expresses their commitment to:

- Development, implementation, maintenance and permanent improvement of the system of hazard analysis, monitoring and control at every stage of the process, ensuring the safety of the raw materials, manufacturing processes and end product;*
- Conducting periodic reviews of the quality and safety management system and its constant improvement;*
- Production, storage and distribution of products through the application of best production, hygiene and storage practices. Organization of the company's activity in a manner that ensures safety and provides quality products that meet both the customer's expectations and the requirements of the European and Bulgarian legislation;*
- Protection of consumers' health and interests through strict observance of the laws and regulations, incl. European regulations.*
- Building mutual trust with the customer on the basis of perseverance, consistency and predictability of quality, and not to mention accurate and honest communication.*
- Making customer feedback about satisfaction level – expressed interest in the opinions and recommendations;*
- Building mutually beneficial relationships with our suppliers, based on mutual trust and responsibility. Increasing the strictness towards them, making sure that suppliers of raw materials share the same commitment to quality and product safety.*

Pirinspring AD, 2905, Banichan, Bulgaria

t: (+359) 2 887 891 412, f: (+359) 2 886 878 720, www.pirinspring.com



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- *Active participation of the entire management team in creating a favorable work atmosphere in which the staff can actively contribute to achieving the objectives.*
- *Responsible approach when developing new full detailed instructions for the organization of the labor process, creating conditions for increasing professional competence and encouraging the participation of staff in good and approved practices to ensure strict hygiene and product safety process of its production.*
- *Constant improvement of working conditions by minimizing risks for staff.*
- *Striving to continually reduce environmental pollution expressed in environmentally friendly operation of activities, reduction and efficient management of waste generated from operations. Rational use of natural resources, encouragement of behavior by employees to protect the environment;*
- *Provide all necessary resources for the proper function of the processes of improving the quality and safety of products;*
- *Checks of the adequacy of the quality and safety policy and objectives for food products;*
- *When conducting a management review meetings, to be determined specific and measurable goals for increasing quality and customer satisfaction, environmental protection, raising awareness and motivation of staff.*

The company's management, along with its employees, ensures the reliable bottling of natural mineral water - naturally pure and meeting all hygienic and sanitary requirements, while strictly observing the current regulations and legal requirements.

The quality and safety policy is communicated, supported and understood at all levels of the organization.

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2905 Banichan village*

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