



**Corporate  
Social  
Responsibility  
(CSR)**



## **INTRODUCTION**

MASTFOODS SA performs all activities in accordance with principles of corporate responsibility. This document describes how we apply this principles in all areas of our business operations:

- ☞ **Customers,**
- ☞ **Supply Chain,**
- ☞ **People,**
- ☞ **Society,**
- ☞ **Environment**

In addition, we set out our commitment on the integrity of the MASTFOODS SA Code of Conduct and our principles regarding the management our staff .

### **Simplicity, consistency, responsibility these are our core values**

Our business model is simple:

- ☞ **excellent quality at the best price,**
- ☞ **honest and valuable product offer and**
- ☞ **efficient business processes**

As reliable partners, we are committed to our promises. Across all our operations, we take responsibility for all customers, partners, employees, community and environment.

The Corporate Responsibility principles governing MASTFOODS SA, summarize our commitments to all parties involved .

The CSR principles are a guide for the daily operations of the company and a strict requirement of our partners.



## OUR CUSTOMERS

We guarantee to our customers quality and safe products at the best prices. We are guided by the needs of our customers and we appreciate their comments and ideas. It is our responsibility to design our selected product range in a way that meets the daily needs of the supply chain.

For MASTFOODS S.A., quality includes consumer safety, health and well-being, and sustainability of our products and their production processes.

The safety of our products is one of our key commitments to our customers. At MASTFOODS SA, food quality & safety policies and processes comply with and may exceed applicable legislation requirements.

We want to offer to our customers products of highest quality and safety. Our suppliers also work towards this direction, while taking into account the market trends and needs.

During all stages of production and distribution, we ensure the provision of accurate and transparent information through clear and unambiguous labeling and information systems for our products.



## **THE SUPPLY CHAIN**

Sustainable practices along the supply chain are essential to the long-term success of our business.

Our ambition is to purchase raw materials and supplies that are produced under sustainable practices. We are monitoring our suppliers' environmental and social criteria, including animal welfare, including all stages from the raw materials delivery to the final production.

For our suppliers, we are a fair and reliable partner. Together, and in collaboration with other stakeholders, we are committed to improvement of living and working conditions throughout the supply chain.

We clearly state our expectations to all suppliers and partners. Together with our suppliers, we are working towards increasing the transparency and continuous improvement across the supply chain.

We strive to increase the share of sustainable resources used in our products and to minimize the negative ecological and social impact of our production activities.

We are committed to creating and further developing social and environmental standards throughout the supply chain. Social practices implementation is a key issue assessed before each new collaboration we make.



## **OUR EMPLOYEES**

Our employees is the key to our firms success. They are the ones who contribute decisively to the daily successful operation of MASTFOODS SA and make us stand out from our competitors.

Our goal is to provide an attractive, efficient, safe and supportive work environment, striving to be honest, fair and responsible in everything we do. Every employee of MASTFOODS SA makes the difference in our business operations.

We assign roles and responsibilities and provide our employees with the necessary independence in decision making.

We are committed to ensure that every employee has the opportunity for individual personal and professional development - regardless of origin , religion and ideology, age, gender, disability or sexual orientation.

Together, we create a culture of learning and personal development. We are focusing on maintaining long-term working relationships and support to employees, providing all the necessary resources.

Our goal is the active participation of the staff in the business operations, while providing the appropriate reward and recognition on staff performance.

We comply fully with all relevant legal requirements regarding health and safety at work, and labor law and working environment, by faithfully implementing all the requirements of the International Labor Organization (ILO / ILO) and the core conventions (ILA International Labor Agreements), as they have been incorporated into Greek Law.





## **THE SOCIETY**

MASTFOODS SA is an active member of the local community and the general society. For us, responsibility means a positive contribution to society by providing resources and support beyond our core business activities.

Our goal is to operate under continuous social contribution. This is achieved by participating in various charities activities and supporting vulnerable groups. We support charities with donations and products.





## **THE ENVIRONMENT**

MASTFOODS SA is committed to the improvement of all performed activities and production processes in a way that ensures minimizing of the potential environmental impact.

MASTFOODS SA is committed to strictly comply with existing environmental legislation, through the implementation of environmentally friendly practices across all production stages.

Through our Environmental Policy, MASTFOODS SA commits to:

- ☛ Assess all issues that arise during production and with regard to potential environmental impacts,
- ☛ Promote environmental policy and awareness to all employees, as well as encourage them to adopt relevant practices,
- ☛ Staff training and provide adequate information provision on environmental issues related to their work,
- ☛ Reduce the volume of waste and by-products, through the recycling and reuse of materials, where possible and economically feasible,
- ☛ Promote the efficient use of materials and available resources throughout the production processes, including water, electricity, raw and auxiliary materials, especially non-renewable resources,
- ☛ Develop and maintain appropriate levels of control and action plans, where required by applicable law or where health, safety and environmental hazards are identified;
- ☛ Communicate all environmental commitments across the supply chain, encouraging all stakeholders to support them,
- ☛ Continuous improvement of our environmental performance

## **MASTFOODS S.A.**

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