
QUALITY AND PRODUCT SAFETY POLICY

MISSION OF “FRIGO PAUN” Ltd., Požega

“FRIGO PAUN” Ltd., Požega is a cold storage and processing company engaged in the procurement, processing and export of deep-frozen berries. The company has been operating since 1993 and has many years of experience in frozen fruit processing. Based on this long-standing expertise, we rightfully consider ourselves a leader in the Požega region.

The management and all employees of “FRIGO PAUN” Ltd., Požega are permanently committed to meeting the requirements and expectations of our customers by ensuring high-quality and safe products, while continuously reducing the impact of our activities on the environment.

VISION OF “FRIGO PAUN” Ltd., Požega

The long-term commitment and primary objective of “FRIGO PAUN” Ltd., Požega is the production of high-quality and safe products in compliance with international standards and regulations. This is achieved through the establishment of optimal hygienic, sanitary and technical-technological working conditions, the use of modern and environmentally friendly technologies, the use of high-quality and safe raw materials and packaging materials, as well as through the acquisition of new knowledge and the continuous improvement of existing knowledge, experience and skills. By raising work discipline and responsibility to a high level, we aim to continuously strengthen and improve the market position of “FRIGO PAUN” Ltd., Požega.

POLICY OF “FRIGO PAUN” Ltd., Požega

“FRIGO PAUN” Ltd., Požega is committed to:

- the production of **safe, legal and authentic products** fully compliant with customer requirements and expectations, and to gaining and maintaining customer confidence;
- fulfilling customer requirements and expectations and building long-term trust;
- implementing an **effective food safety management system**;
- implementing an **effective and efficient quality management system**;
- protecting consumer health through continuous improvement of product safety at all stages, from the receipt of raw materials and input materials to the storage and dispatch of finished products;
- maintaining the **highest level of plant and premises hygiene** in order to prevent any possibility of food contamination;
- continuously maintaining and improving **GMP and GHP principles**;
- ensuring **sustainability**, with a focus on more efficient use of resources and hazardous materials, improvement of environmental conditions, and prevention of environmental pollution;
- using only **non-GMO raw materials and products** in procurement and in the production program;
- continuously identifying and reviewing customer needs and requirements, and creating conditions for technological development and continuous improvement of product quality;
- full compliance with all applicable **international standards, laws and regulations**;
- increasing the efficiency and effectiveness of the business system through continuous training of management and employees;
- developing **partnership relationships** with cooperants and suppliers;
- continuously increasing company profitability through ongoing cost reduction and improved operational efficiency;
- developing moral standards and ethical values within the company, ensuring that all employees—our most valuable resource—feel secure and benefit from their work, with respect for individual differences and active promotion of teamwork;
- implementing the requirements of the **Food Defense Plan** and continuously working on its improvement;

- defining and maintaining a clear plan for the development and continuous improvement of a **quality and product safety culture** across all processes.

“FRIGO PAUN” Ltd., Požega will achieve its quality and food safety policy and objectives through the implementation of a **Food Safety Management System in accordance with the IFS International Featured Standards – IFS Food**, with full application of **Good Manufacturing Practice (GMP)** and **Good Hygiene Practice (GHP)** in the food industry (Recommended International Code of Practice – General Principles of Food Hygiene), and by introducing and consistently applying the modern food safety management concept based on **Hazard Analysis and Critical Control Points (HACCP)**, in accordance with the requirements of document **CXC 1-1969** (Adopted in 1969; Amended in 1999; Revised in 1997, 2003, 2020; Editorial corrections in 2011).

Požega, 15 January 2024

General Manager

Paun Petrović

