



Pernod Ricard Hellas

PERNOD RICARD HELLAS S.A. POLICY ON QUALITY

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Pernod Ricard's Hellas Quality Policy concerns all aspects of our business acquisitions and facilities, such as distilleries and office locations. We promote a culture of Quality adhering to internationally recognized standards and best practices to drive operational excellence, while addressing any gaps that may arise. Inherent in this approach is our responsibility and ethical duty to work with our employees and all partners and local communities we work in, to ensure our commitment to provide our customers and consumers with high quality products, of which, any particular quality requirement regarding every step of our production and their specific intended use is fulfilled.

At Pernod Ricard Hellas, we empower our employees to thrive with an entrepreneurial spirit, emboldening them to embrace responsibility and make ethical decisions to ensure we are all agents in our collective well-being. As “Créateurs de Convivialité” we are truly committed in engaging, motivating and empowering our employees and partners to produce and supply products that meet and exceed customer expectations and we strive to improve not only the way we do business but most important to contribute to quality of life beyond product quality.

Our Quality ambition is to become the “best in class” in the Wines & Spirits industry and deliver products that meet the highest quality standards, by targeting a long-term brand loyalty building, responding successfully to the challenges of potential inefficiencies, changes, failures and malfunctions.

Pernod Richard Hellas' primary objective is to continuously improve the way we do business, produce high quality brands and ensure consumer satisfaction in all circumstances, taking into account the company's workplaces, our employees, customers, consumers and the whole supply chain in contact with our activities regarding contractors, suppliers, collaborators and other third parties (visitors, neighbors, regulatory authorities, etc.), by adopting a structured management approach which ensure that all necessary resources and technologies are available and employees have all the competences required to achieve safely, effectively and efficiently this objective.

Pernod Ricard Hellas implements a Quality Management System which is based on a detailed organizational structure with an administrative hierarchy and clearly defined roles, tasks and responsibilities. It is in line with the quality policies and strategies of the Pernod Ricard Group and also certified according to the international standard ISO 9001 (Quality Management).

Pernod Ricard Hellas is committed to the following quality principles:



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- Approach Quality management by embedding the principles of entrepreneurial spirit, mutual trust, and a strong sense of ethics which are included in Pernod Ricard corporate culture and values.
- Seek not only compliance with applicable quality laws, regulations and requirements but also to go beyond that with voluntary actions and commitments to deal effectively with quality issues and aspects.
- Develop a culture where everyone has a role to play and where employees take ownership of continuous development to achieve a constant high quality level of products and services offered through shared responsibility.
- Empower employees to act responsibly in order to consistently deliver quality products and services and moreover to guarantee consumers' satisfaction and loyalty, emboldening them to take effective decisions to continuously boost production quality.
- Provide all necessary resources and applies the best available technologies for staff training and production's operations, aiming the development of employees' competencies and technical skills and the continuous improvement of its quality management system.
- Carry out actions and programs, that improve the way we do business and encourages the engagement, motivation and empowerment of all employees to promote business excellence
- Apply a specific preventive and participative methodology for identifying all interested parties, their needs and expectations and any kind of environmental risks and opportunities that could arise in daily work tasks or changes or changes in emergency situations and affect PR Hellas operation and the achievement of its commitments
- Set appropriate quality goals, objectives and targets for all identified risks and opportunities to ensure business continuity, ongoing improvement and customers' satisfaction.
- Use best available techniques and predefined control measures in its offices and production units to deal effectively with quality hazards regarding the production, distribution and use of its products.
- Implement applicable inspections, reviews and corrective actions to ensure the implementation of predefined quality measures in its offices and production units and compliance with the existing legal and regulatory framework, the annual business planning as well as with the strategies and all commitments set by the Pernod Ricard Group.
- Ensure that the quality strategy and relative corporate philosophy is communicated, understood and respected by the whole organization, the Pernod Ricard Group, consumers, customers and principal stakeholders affected by PR Hellas Quality Management System.

Sign

Mathieu Lambotte