

## QUALITY AND PRODUCT SAFETY

METRO Cash & Carry Croatia assume responsibility for selling sustainable, high quality and safe products.

Quality and product safety is result of all employees, and each employee individually is responsible for the conscientious performance of their duties and participation in continuous improvement of products and services.

Our principles:

- Maintain and continuously improve quality management system and product safety
  - In accordance with the legal provisions of the HR and EU
  - In accordance with the internal, corporate and globally recognized guidelines
  - In accordance with the requirements of the Codex Alimentarius
- Identify customer needs when developing the product range and offering high-quality and safe products
- Maintain and develop partnerships with suppliers, especially in the development of own brand products and ultra-fresh products, in order to achieve the implementation of high standards of quality, sustainability and safety and to improve transparency along the entire supply chain
- Optimizing the process in order to create a greater value for the company and our customers
- Continuously upgrading knowledge of employees and customers, in order to raise awareness of sustainability, quality and product safety
- Ethics and personnel responsibility
- Environmental responsibility

**Our mission is ensuring our customers trust by fulfilling their expectations and legal requirements regarding sustainability, quality and product safety.**

Zagreb, 20.11.2020.

Chief Executive Officer  
Imre Horváth



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