

A POLICY OF QUALITY AND SAFETY

The Cooperative's Policy of Quality and Safety is based on the following tenets:

1. Constant improvement of its quality as well as of the prices fetched by the wine produced and distributed
2. Constant innovation in terms of:
 - all facets of the Union's market profile, from the manner in which its products are promoted to the service it provides its customers with
 - the Union's internal procedures
 - the total commitment of its employees to the constant improvement of the Union's operation, so that the Union may continue to maintain its competitive edge
3. A flawlessly professional attitude towards both customers and EOSS members.
4. Workplace practices characterized by professionalism and friendship among all Union employees and collaborators aiming at a viable work environment.
5. A commitment to the constant maintenance of all Union internal procedures, as they are recorded in the ISO 9001:2000 Quality System.
6. A commitment to comply with and adhere by all pertinent Legislation.
7. Safeguarding the health and safety features of the crafted wines, by faithfully implementing and constantly verifying the HACCP system.

Successful implementation of these tenets is accomplished by:

- I. Measurement of the corresponding indices and the setting of ever higher goals.
- II. Training and information dissemination available for and to all employees.
- III. Conducting intra-EOSS meetings at regular intervals with a view to exchanging information and experiences.
- IV. Monitoring the level of customer satisfaction.
- V. Active decision making practices towards corrective actions that arise from customer complaints, near misses, Union issues and weaknesses, and which aim at providing improvement opportunities for all.
- VI. Constant implementation of preventive measures to neutralize potential problems, so that, should EOSS incur undue expenditure, such a contingency is kept at bay. Additionally, these preventive measures along with the solutions they provide confirm Union reliability as well as its ability to operate effectively.