



DETAY KAHVE SAN. VE TİC. A.Ş.

QUALITY AND FOOD SAFETY POLICY

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As **DETAY KAHVE SAN. VE TİC. A.Ş.**, our main goal in the journey of our products is to incorporate quality and food safety into the manufacturing process, to benefit as much as possible from science and technology, and to integrate our talent and experience with our conviction.

Implementing and maintaining our **Quality and Food Safety Management System** is ensured with the goal to safeguard our brand value, provide customers and consumers with the dependable and high-quality products they require, reach new customers and consumers, develop new products and our existing products, and manage all processes from the supplier stage until the products reach the customer or the end consumer in the most efficient manner. In addition to being closely monitored and incorporated into our management system, the legislation and regulations included within the Turkish Food Codex, as well as domestic and international legal requirements, are utilised.

Each Detay Kahve employee is accountable for quality and food safety. Within this framework, every employee of Detay Kahve collaborates with all pertinent stakeholders to ensure product quality and food safety throughout all operational processes, including design, supplier management, production, logistics, technical services, marketing, and sales of customer-branded products.

PRINCIPLES OF OUR POLICY:

Prioritising Quality, Food Safety and Hygiene Requirements

Our Detay Coffee factory's environment and processes, as well as its related facilities, are designed in accordance with food safety principles. On the one hand, *GHP (Good Hygiene Practices)* principles, which define the hygiene rules to be applied in the production environment, provide the most stringent hygiene conditions, whereas *GMP (Good Manufacturing Practices)* principles are strictly adhered to at all stages of the manufacturing process. The requirements of management systems are followed in all processes, and our quality and food safety management systems are continuously improved in line with customer demands. Our factory holds certificates for the BRC Global Food Safety Standard, ISO 22000:2018 Food Safety Management System Standard, and ISO 9001:2015 Quality Management System Standard.

All potential risks have been addressed through the development of control measures, the efficacy of which is overseen by professionals with the necessary training. This includes the effective management of food safety and other legal requirements, the completion of risk and opportunity analyses in accordance with ISO 9001 for all our processes, the determination and monitoring of necessary actions, and the analysis of food safety hazards in accordance with HACCP principles, food defence hazards, and counterfeit-tampering hazards.

Internal audits are conducted on a regular basis by qualified and experienced individuals to assess the efficacy and continuity of our management systems across all processes. Furthermore, our organisation takes a transparent and honest approach to third-party audits.

Focusing on Customer and Consumer Satisfaction

By earning the trust of our clients, our company ensures their satisfaction by responding to their various needs, expectations, and requests. Products reflect the quality and safety expectations of their customers; product values are developed in collaboration with customers.

To develop our products in accordance with specific needs and applications, we actively collaborate with all of our customers and consumers. We also work to solve technical problems and improve production processes in order to achieve the highest possible level of efficiency and the best possible results.

Our primary goal is to produce quality and reliable products that customers and consumers expect, supported by our high production capacity and advanced R&D capabilities. Adopting an entrepreneurial mindset, we ensure that every aspect of our operations contributes to the enhancement of customer and consumer satisfaction.

Implementing management system requirements and continuously improving systems

In our Detay Kahve factory, we are constantly improving and developing our systems to ensure the power and flexibility to meet all types of product demands through our high-capacity, high-tech manufacturing process.

All processes, from obtaining raw materials to delivering goods to clients or end users, must adhere to the standards of quality and food safety management systems. The steps that need to be taken to ensure ongoing improvements are also identified. For the enhancement of every process, essential resources are allocated, objectives are established, and target achievement is monitored.

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Ensuring the Continuity of Quality and Food Safety Culture

Providing reliable and high-quality products to the customer, or more generally to the consumer, that they need and may need, is achieved by employees, who are the most significant element of production, adding value and fulfilling their responsibilities at the highest level in this sense. Maintaining our company's culture and prioritisation of quality and food safety is a difficult task that requires sensitivity, faith, and hard work. Quality and food safety are everyone's responsibility.

Each employee's obligations and responsibilities regarding food safety and quality have been established. Training sessions are held on a regular basis to ensure that the staff is aware of the importance of quality and food safety.

Ensuring the Best Selection of Raw Materials and Packaging Materials through Supplier Management

Supplier Risk Analysis Assessments are provided for all our raw materials, packaging materials, auxiliary materials and supplies, and service suppliers, and our supplier approval and evaluation processes are tailored accordingly.

We continue to cooperate with the understanding and responsibility that all our suppliers play a prominent role in our quality and product safety.

Realising the Production Process Using the Best Infrastructure and Technology

Our Detay Kahve Factory's high-capacity, fully automatic, computer-controlled, and high-tech production systems give it the power and flexibility to meet any product demand.

Working with Europe's leading technology companies allows us to meet customer demands quickly and provide flexible solutions tailored to their needs and requirements at every stage of production.

Our entire manufacturing process is supported by cutting-edge technical services and technology, as well as top-tier infrastructure, laboratory, and process controls.

Realizing Timely and Safe Delivery with Logistics Advantage

Detay Kahve's advanced logistics capability ensures that its products reach their customers and end users in the best possible condition.



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