



FOOD SAFETY & QUALITY POLICY

Naya Waters bring a real passion to deliver the highest quality of service and the best products, day after day.

NAYA WATERS COMMIT TO:

- R**espect and maintain compliance with legal requirements, regulations and those defined in agreement with its customers with regards to food safety and quality.
- E**valuate the performance of its food safety and quality objectives and ensure continuous improvement of its food safety management system.
- G**uarantee the skills in food safety and quality of natural spring water and its finished products.
- A**ssure active listening and ensure satisfaction of customers, consumers and employees.
- R**espect the business context and assess the issues, risks and opportunities of the business.
- D**iffuse, implement and maintain the food safety policy at all levels and communicate adequately.
- E**stablish, implement and maintain a Food Safety and Quality Culture through training and communication within the organization

IN ORDER TO MEET ITS COMMITMENTS, NAYA WATERS IMPLEMENTED:



An HACCP plan, prerequisite programs (PRP), Good Manufacturing Practices, an external communication plan (suppliers-clients-consumers), procedures (including Food Fraud and Food Defense), instructions and forms



Training, standards, specifications, processes and clear quality/food safety indicators (KPIs)



Measurable food safety and quality objectives



A customer service focused on customer satisfaction and employees focused on "Food Safety", quality and the pursuit of continuous improvement.

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