

Product quality and safety

Product quality and food safety are an ongoing priority and key elements of world-class execution. They ensure that our products satisfy and delight our customers, enhance brand loyalty and protect PhoenixBev's reputation.

Robust controls and assurance processes are in place at our operations to ensure consistent product quality and food safety. These include:

Internal controls and assurance	Rigorous quality and food safety controls at all four production sites supported by quality assurance processes and a comprehensive internal audit system to ensure inputs, outputs and waste conform to specifications and traceability. The quality teams participate in IBL's Technical Quality Committee to share and disseminate best practices across the IBL group.
Alignment with international management standards	Systems are in place that align with international management standards: FSSC 22000 V5.1 (food safety management), ISO 9001:2015 (quality management), ISO 14001: 2015 (environmental management), ISO 45001: 2018 (occupational health and safety management) and ISO/IEC 17025: 2017 (competence of testing and calibration of laboratories). Operations are regularly audited and certified in terms of these standards as shown in the table on the facing page.
Compliance with partner standards	Our key international partners, including The Coca-Cola Company, Diageo and Schweppes International Limited, conduct regular audits of compliance with their requirements in the areas of food safety, quality, occupational safety, environmental and human rights standards.
LIBA Feel Safe	Following the first Covid-19 lockdown, we engaged LIBA to provide an additional external assessment of Covid-19 protocols, personal hygiene, workplace health and safety, and water systems safety at our operations.

	Certification	Brewery	Limonaderie	Nouvelle France	Edena
International standards	FSSC 22000 V5.1				Planned for 2024
	ISO 9001: 2015	Q4 2022			
	ISO 14001: 2015	Q4 2022			
	ISO 45001: 2018	Q4 2022			Planned for 2024
	ISO/IEC 17025: 2017	N/A		N/A	N/A
Partner standards	The Coca-Cola Company KORE-QSE				N/A
	The Coca-Cola Company SGP Human Rights				N/A
	Schweppes International Limited/Suntory Beverage & Food Europe	N/A		N/A	N/A
Voluntary standards	LIBA Feel Safe				N/A

Focus for 2023

We will continue to promote and expand our portfolio with Innovative and unique products in the new financial year with activities revolving around the soccer world cup and around our brand assets like Kafe Kiltir or Lesprizil locally and regionally. Moreover, 2023 will bear a special celebration tone with the 60 years of Phoenix Beer and 70th anniversary of the launch of Coca-Cola on the island

