

How do we manage the quality across the value chain?

At Żabka, every day we implement initiatives aimed at making our customers' lives easier, while simultaneously maintaining the highest standards in areas such as environmental management, food safety, energy, and occupational health and safety.

To ensure the highest quality, we have implemented and maintain international standards in accordance with ISO requirements. The procedures and solutions implemented within the integrated management system guarantee our effectiveness in the areas covered by these standards. This is confirmed by numerous internal and external audits, conducted both in our logistics centres, our transshipment terminals, and at our headquarters.

We also expect our suppliers to meet quality and food safety requirements. Own brand product suppliers must have a certified food safety system and undergo a qualifying audit to comply with Żabka Polska's requirements. Brand product suppliers have two options: either they have a certified system, or if they do not, they undergo a qualifying audit, which allows them to collaborate with us.

We ensure quality at all stages of the supply chain – not only in our logistics centres and with suppliers but also in stores. We have implemented standards to ensure product safety in Żabka stores and auditors verify compliance with these standards. This allows us to continuously improve our systems.

To ensure proper data security, we have implemented the ISO 27001 standard within the organization. This international standard specifies requirements for creating, maintaining, and developing information security management systems. Being aware of the importance of the information used and processed by the company, we implement organizational and technical safeguards to protect it. The certification of ISO standards naturally aligns with our company's policy of maintaining credibility with our customers, franchisees, and business partners.