

# CANTINA TOLLO

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## Integrated Policy Quality - Food Safety - Environment – Ethics

April 19th 2023

Cantina Tollo is committed to seeking continuous improvement in quality, environmental protection and performance, as well as in the legality and safety of its products and services, in order to respond as promptly as possible to all market demands.

This can be achieved through the risk-based approach that permeates the entire organisational and process structure of the company. The management of risks and opportunities is essential for preventing non-conformities and incidents, and for an effective improvement of performance. The board therefore intends to ensure the achievement of this strategy through:

- continuous attention to customer satisfaction, focusing on market needs, the identification of customers' expectations, as well as on the need to develop new products/services to better meet the widespread demand for quality and safety of its products
- the fulfilment of applicable statutory, legislative, regulatory and contractual requirements, which are becoming more and more important and pressing, especially with reference to the hygienic safety of food products, with the aim and guarantee of producing safe, authentic and legally compliant products that meet the expected quality levels – in all cases assuming all responsibilities towards customers
- the management of communication of sufficient information on food safety issues, with reference to the entire supply chain: from members to suppliers to customers, to partners outside the organisation, as well as to internal managers and staff, in order to ensure that communication is prompt and effective; at this regard, Cantina Tollo has defined a specific communication strategy to continuously monitor all these aspects
- the effectiveness and efficiency of the company's management system, with procedural control of activities, noticeably those that have a direct impact on food quality and safety, modulating the monitoring of actions based on risk assessment, with a particular focus on those aspects considered most critical
- the continuous improvement of its products quality, services and management system through an increasingly close collaboration with its members, suppliers, as well as with all actors in the food chain
- a Context Stakeholder and Risk Assessment: understood as the ability to identify, assess and manage risks and opportunities that may arise within the internal/external context, from the evaluation of stakeholder needs and expectations to the product realisation phases
- the control of activities, particularly those that have a direct impact on quality, the environment, legality and food safety, modulating the monitoring of actions based on risk assessment, with a particular focus on those aspects considered most critical;
- environmental protection through:
  - the monitoring of, and where economically acceptable and technically possible, the continuous reduction of direct and indirect environmental impacts and pollution, related to the company's facilities and activities;
  - compliance with environmental laws and regulations;
  - the optimisation of energy and resource consumption, related to the company's facilities and activities;
  - increasing the awareness and involvement of all its employees, partners, staff and customers;
  - the allocation of adequate resources for the implementation of the Environmental Policy and programmes;
  - the communication and dissemination of its Environmental Policy and of future goals and commitments inspired by it;
- compliance with social responsibility requirements with a particular commitment to:
  - comply with all national laws and conventions concerning labour law and the protection of workers' health and safety
  - not take advantage of (or encourage the use of) child labour
  - not use or encourage the use of forced labour

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- guarantee a healthy and safe workplace by implementing measures to prevent accidents and damage to health in the workplace, ensuring that all staff, including new recruits, receive regular and documented health and safety training
- respect the right of workers to join associations of their choice and the right to collective bargaining
- not engage in any form of discrimination based on race, class, national origin, religion, disability, sex, sexual orientation, trade union membership or political affiliation, age
- not allow conduct, including gestures, language or physical contact, that is sexually coercive, threatening, abusive or exploitative
- adhere to working hours in accordance with applicable laws and industry standards
- ensure compliance with legal minimum wages, so that wages meet basic needs while also allow employees to maintain a financial self-sufficiency

The board is fully aware that:

- the proper combination of integrated management system and corporate business is the central strategic framework for ensuring both business continuity and the correct approach to stakeholder satisfaction;
- guaranteeing quality, food safety and environment protection requires constant commitment from all operational personnel, and can only be successfully achieved through a systematic approach to quality, safety and environmental issues.

Furthermore, our company, in compliance with the objectives defined above, takes transparent decisions and makes clear and precise commitments, in a rigorous and transparent manner and always using the written form when prescribed by law, ensuring in all cases the truthfulness and completeness of the information. The company also ensures that the data and information concerning its activities, economic transactions and performance measurement are true, correct and accurate.

Cantina Tollo, in line with the provisions of its company charter, does not promise or give, ask for or accept any benefit for interests or advantages contrary to this policy, neither from public officials nor from private individuals, and operates exclusively with lawful resources, be they money, goods or any other utility.

In the Management System, preventive actions are systematically favoured over corrective ones, with a view to risk and opportunity management.

The board has established rules to which the entire organisation must adhere and which are contained in the integrated management system. The board is also committed to disseminating and promoting such integrated system in the organisation and throughout the entire food chain.

This Policy is periodically reviewed by the board so to ensure that it remains appropriate to the nature, size and context of Cantina Tollo's activities.

The Chairman