



## SOCIAL RESPONSIBILITY

### Preface

I.M.C.A. SpA (Industria meridionale Conserve Alimentari) was set up in 1960 as a public limited company with a registered capital of 250.000.000 lira whose shares were entirely owned by the Feraioli and Guerra families from S. Egidio Monte Albino (Sa). The company was formed to set up a cannery and after processing and canning tomatoes for about ten years it became a warehouse to a cannery. The new plant was built strictly according to community norms and regulation. The factory, which covers a surface area of about 50.000 square metres of which 10.000 are covered, boast modern production lines placed in practical working areas where the maximum hygiene is guaranteed

IMCA is a leader in the food service industry for the processing of canned tomatoes as Peeled Tomatoes, chopped tomatoes, passata packed and marked under its own trademarks or "private label". Secondary activities are represented by the trading of pulses and passata in glass bottles.

Over the years, the Company has been appreciated more and more by the Customers thanks to a consolidated Quality and Environment Management Plan, implemented in 1998, and the commitment by the management to pursue a policy of continuous improvement.





### **Introduction:**

IMCA S.p.A. has a set out founding values that are shared with all the employees and interested parties. The development of them is focused on the 17 “Sustainable Development Goals” approved by UN (Agenda 2030) and signed by the member countries of the European Union including Italy.

The main founding values of the company are based on:

- focus on ethics
- sensitivity to community needs
- environmental sustainability and respect for the environment
- horizontal and non verticistic communication

### **Targets**

IMCA S.p.A. considers that its products are not only appreciated for their external or functional quality characteristics, but also for their non-material characteristics, such as supply conditions, service and customization, the image and, finally, the history of the product itself; to this end, it is motivated not only to produce healthy products which are appreciated for their quality, but also to improve health and safety in the work place, company organization, management of natural resources and mitigating the effects in the environment.

In this challenge, in addition to its stakeholders, IMCA has also involved its suppliers of raw materials for environmental sustainability, by activating the necessary procedures to reduce the environmental impact and fighting the phenomenon of the illegal hiring by adopting work sustainability protocols. Due to its seasonality, an additional workforce is required for harvesting and canning process, therefore a greater attention is spent on the rights of temporary workers.

1. **Product quality:** respect for its Integrated Quality, Environment and Ethics Policy, focused on customer satisfaction, product quality and hygiene, pursuant high level of technology and equipment;
2. **Human rights:** Respect for the human rights and workers, respect of safety in the work place;
3. **Environment and sustainability:** Environmental sustainability through the reduction of the environmental impact of all production processes reducing energy consumption, production waste, increase in the production of raw materials from organic farming;
4. **Integrity:** the integration of the activities in a compatible way with external environment, supporting the surrounding territory, an ethic, correct and honest work conduct which is free from corruption for the benefit of the organization, of the customers and Stakeholders.; Promoting Gender Equality

### **Actions for continuous improvement and achievement of the targets:**

- 1) Define the targets to be achieved in a clear manner;
- 2) Monitoring of the integrated management system and the targets to be achieved through performance indicators;
- 3) Customer care through customer satisfaction surveys;
- 4) Implementation of corrective and preventive actions to continuously improve the Integrated Management System;
- 5) Continuous improvement of the Food Safety Programme to better product safety



## Key performance indicators

### 1 Innovation and industry - point 9 SDG industry, innovation and infrastructure



Quality factors are:

- Customer satisfaction
- Maintenance of certifications
- Increase in production
- Technological investment

IMCA S.p.A. is committed to spreading the integrated policy of quality, ethics and environment to all interested parties and is committed to achieving customer satisfaction through healthy and safe products, working quality raw materials and aiming at increasing more the organic production. In addition, IMCA Spa is committed to maintaining a production plant on high technological levels. Customer satisfaction is tested through other factors such as the monitoring and review of the non-conformities and complaints. Periodically IMCA submits the questionnaires to the customers to monitor the satisfaction index and undertake improving actions.

Business continuity: during the 2021/2022, despite the problems linked to the pandemic and the new emergency following the Russian-Ukrainian conflict, IMCA S.p.A. has maintained its operational continuity, ensuring work for its employees and suppliers, a very important aspect for the social composition of the territory.

### 2 Human rights – point 8 SDG decent work and economic growth



Safety at work: Year 2021 zero incidents/accidents

Have your say: Year 2021 zero warnings

(Have your say: a procedure has been implemented for reports to file which can be posted/submitted anonymously through which any abuse or illegal acts which violates laws and regulations, values and principles set out in the Code of Ethics of the company.)

Use of Personal Protective Equipment (PPE): for safety at work it is essential that every employee is aware of the importance of PPE and, therefore, training is carried out on the correct use and disposal of PPE (ear protectors, safety shoes, disposable and working gloves, masks, etc.)

SA8000:2014 certification: the continuous interest for human rights and work ethics was set off by the attainment of the certification which is based on the following standards:

1. improvement of the staff conditions;
2. promoting an ethical and fair treatment of staff;
3. implementing international human rights conventions.



### 3 Environment and sustainability – Point 12 SDG Climate action



**Waste material recovery:** production waste, in particular seeds and skins, become raw materials for the livestock sector as animal feed;

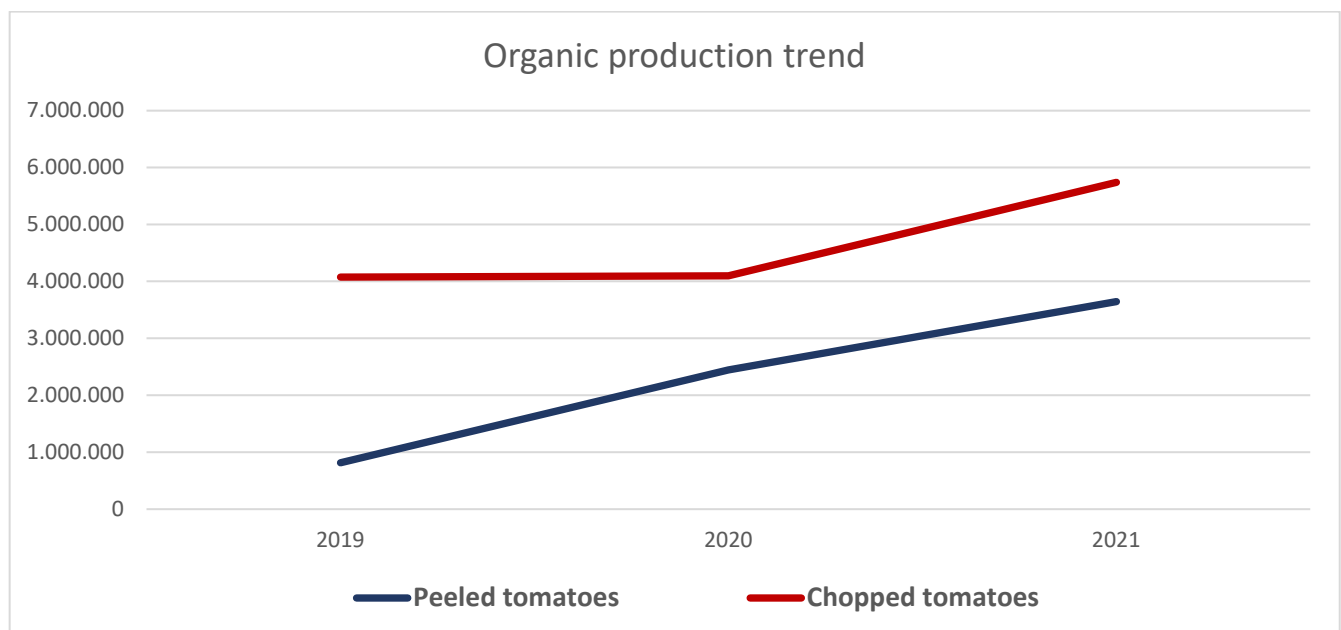
**Packaging differentiation and recovery:** over the years, as a result of an increasing production, there has also been an increase in the production of waste and production waste. IMCA has enhanced the collection system and waste recycling, recovering almost all of it. Moreover, in a perspective of circular economy IMCA S.p.A. has decided, in compliance with the European law on waste recycling, to insert on its labels the indications for proper waste disposal.

The logo below identifies the type of material for each component and how it should be differentiated



**Organic production increase:** The production of organic products is a sustainable production model because it excludes the use of synthetic plant protection products and the exploitation of soil through intensive cultivation. IMCA S.p.A. realizing the opportunity for the environment, has increased over the years the production of products from organic farming.

Below is a graph showing the production trend of products from organic farming.



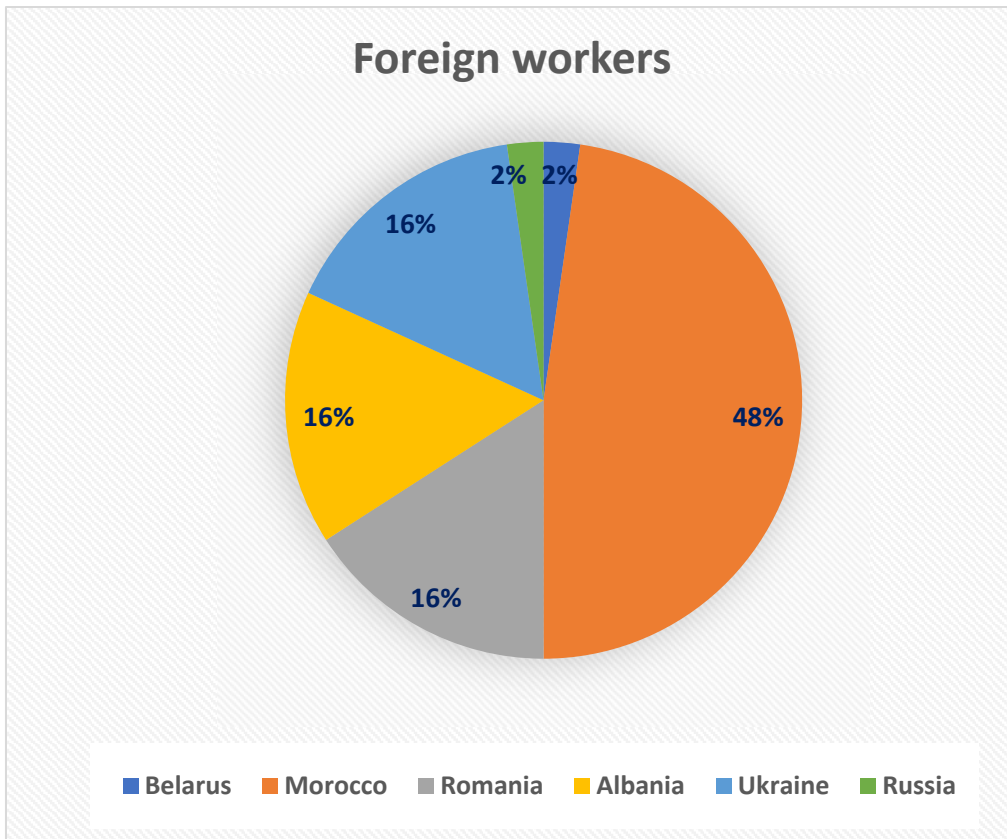
Red Line: Chopped  
Blu Line: Peeled



4 Integrity –point 10 SDG reduced inequality



Integration

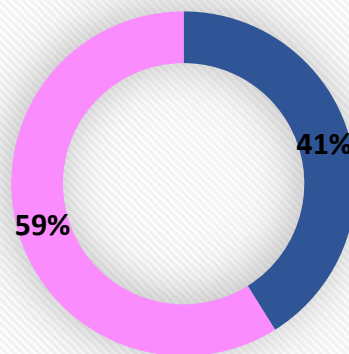




**Gender equality** point 5 SDGgender equality



**Total male and female workers in percentage**



■ Male ■ Female

Pagani, 31.03.2022