



## QUALITY POLICY

In order to consolidate its position on the national and international markets, I.M.C.A. S.p.A. is actively committed to a continuous process aimed at the achievement of quality targets which satisfy the implicit and expressed customers' needs taking into account the respect for the Environment and work safety as well as mandatory requisites. The company boasts technologically advanced machinery and up to date equipment used by specialized workers to ensure high standards of production and therefore guarantee constant quality. Furthermore, the company is equipped with in-house laboratory for constant monitoring of product quality which represents the heart of the company's quality where qualitative analyses are carried out from the raw material, to the finished product and the monitoring of production process by means of certified and calibrated instruments to current legislation. The quality working group is strongly motivated and committed to achieving targets, first of all customer satisfaction. In addition, it seizes as opportunities for improvement all the updates of international technical standards such as Kosher, BRC, IFS and ISO 9001 and ISO 14001 management systems. Particular attention is paid to the resolution of complaints received and all staff is responsible for the impact of their work on quality. Their awareness is periodically verified through training tests on food safety.

The Quality and Environment Control System of I.M.C.A. S.p.A., in the light of the objectives pointed out by the Managing Director states:

- The definition of a documented strategic plan for the continuous improvement of the site's food safety and quality culture and is committed, through a proactive approach, to consolidating the awareness of all personnel;
- food safety, product quality, legality and authenticity of the products;
- the definition of the organizational structure and responsibilities connected to the preparation and implementation of the System with a proactive perspective towards sustainability;
- The planning, standardization and control of production and organizational processes
- Customer focus;
- Identification of necessary corrective measures and preventive measures to avoid any non-conformities and improve the process standards and the Quality and Environment System;
- Staff training at all levels and the use of control techniques for quality and environment management.
- quality, ethical and environmental monitoring of the supply chain;

To ensure this, the adoption of a Quality and Environment Management System is a need felt and considered necessary by all members of the Organization, from the upper management, which periodically identifies specific qualitative, measurable and quantifiable objectives, whose achievement involve, directly or indirectly, all the targets of the Organization.

The Management of I.M.C.A. S.p.A. has identified its representative who, as Head of Quality Management and Environment, has the responsibility to implement the requirements of the Quality and Environment System. The head of Quality and Environment Control (RGQA) co-ordinates the necessary measures for the development of quality and Environment System, carries out specific duties to guarantee and control, verify efficiency and the correct activation of the system itself. He suggests improvements giving reasons for them and constantly informs the Managing Director of the state of activation and efficiency of the Quality and Environment Control System implemented. The Handbook, in addition to formalizing the policy of conduct of the Organization for Quality and the Environment of I.M.C.A. S.p.A., describes the organizational structure within which the Quality and Environment System is applicable and outlines management methods and responsibilities related to the preparation, implementation, verification and improvement of this Quality and Environment System.

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