

Tenuta di Biserno Soc. Agr. a r.l.	<p style="text-align: center;">Title:  <b>Quality, Safety, Environment and Traceability  Policy</b></p>	<p style="text-align: center;"><b>T02</b>  Rev. 6 of 8<sup>th</sup> Nov. 2023</p>
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The Management considers quality and excellence to be the most important goals to be achieved.

There is no greater satisfaction than the awareness that the commercial and budget goals of a modern food company have to be achieved by optimising all its performances, especially those relating to the authenticity and goodness of the company's product, the protection of the physical and moral safety of its employees and collaborators, and respect for the natural environment from which our origins and our satisfaction stem.

The quality of work, the appreciation of people and skills, are seen as the way to achieve levels of excellence. To this end, our organisation is fully committed to the ongoing training of its staff, to the prevention of all harmful events, via a careful analysis of company risks and by planning and organising the management of preventive activities with the utmost care and diligence.

In our quest for excellence, we decided it would be useful and necessary to start with the implementation of internationally recognised organisational models, adopting the systems described in UNI EN ISO 9001:2015, UNI EN ISO 45001:2018, UNI EN ISO 14001:2015 and UNI EN ISO 22005:2008.

These models should not be considered as a point of arrival, but as a type of organisation that can prevent hazardous activities, which determines methods for highlighting, controlling and managing non-conformities, and which allows the analysis of incidents, be they health and accident-related or relating to the prevention of damage to the environment.

It is also necessary for the company to have a VISION that contemplates ambitious goals in terms of improvement, worthy of its name and international prestige.

This is why the concepts of **Quality and Traceability** must be seen, in the company's strategic mission, as satisfying the needs of the Customer, to whom continuous and constant attention is paid, with the aim of fulfilling the applicable legislative and regulatory provisions (Directives, Laws, etc.) and, within this framework and most importantly, guaranteeing compliance with the specifications required.

As regards the definition of **Customer**, the Management considers the concept to extend not only to external stakeholders who purchase products directly or indirectly, but also to internal collaborators engaged in the production chain. There is a deep-rooted conviction that no consumer can be satisfied if all the links in the chain have not worked efficiently and effectively. The result of the company's efforts must be aimed at defining and satisfying the needs of the **End Customer, i.e. the consumer**.

**Health and Safety in the Workplace** is considered to be the sum total of all the internal and external factors that affect and/or may affect the health and safety of employees, workers, visitors and all those who find themselves in the workplace, even if only occasionally. All production and non-production activities, performed by our workforce and collaborators, must be organised, planned, scheduled and implemented in compliance with the criteria of maximum protection of personal safety and environmental protection. Risk awareness must be maximised at all company levels and the utmost attention must be paid at all times.

The **Environment** is the essential element in which the entire organisation operates. The territory is considered as the combination of land where our vines and olive trees are cultivated, connected to other fundamental components, including flora and fauna, and natural resources including water. Management intends to pursue the goal of a high level of maintenance and development of the territories, minimising and preventing the potential impacts of our production. Management recognises that this goal can be achieved thanks to knowledge of and compliance with all European, national and local environmental regulations and the dissemination of the Environmental Management System and its procedures at all company levels.

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By means of its management system, Management monitors all necessary activities and checks that they are correctly implemented.

Staff are therefore required to observe the requirements of the Quality/Safety/Environmental Management System Manual and associated documentation for the activities they are required to perform.

In order to guide its organisational growth, Management considers it appropriate to define its MISSION:

- to work to tailor the company's activities to the needs of its Customers;
- to possess the tools needed to smoothly address relations with existing markets and to open up to new markets;
- to manage the working activity in such a way as to prevent all risks relating to health and safety in the workplace, food product safety and the environment;
- to characterise the company's products with respect to the traditional features of the territory, respecting the natural environment and minimising the impact on it;
- to carry out its production action according to a concept of total quality:
  - selecting the most suitable soils for the grape varieties chosen
  - limiting production per vine as much as possible, maintaining production per hectare
  - thinning the bunches correctly
  - optimising the grapes' value by adopting appropriate vinification techniques
- to create wines with the desired characteristics in terms of depth, character, smoothness and elegance;
- to constantly improve its environmental performance thanks to a thorough analysis of the risks, emerging issues and hazards arising from its activities;
- to ensure the reduction of the consumption of resources such as water, energy and all other raw materials used in the production processes.

**THE COMPANY'S MISSION IS TO DEVELOP THE COMPANY, CREATE THE NECESSARY CONDITIONS FOR DEVELOPMENT AND EMPLOYMENT, ENABLE THE CREATION OF FINANCIAL RESOURCES FOR ITS GROWTH, AND MAINTAIN AN ADEQUATE RETURN ON INVESTED CAPITAL IN THE MEDIUM TERM THANKS TO HIGH QUALITY PRODUCTION AND, CONSEQUENTLY, HIGH ADDED VALUE.**

It is important that the efforts made by the company in this sense be immediately recognisable in Italy and abroad; this is why quality certification is seen as a complement to the marketing actions carried out on a daily basis by our sales managers.

Given that marketing strategies focus on the needs and desires of customers in order to design and create "products" that meet their expectations, these strategies are helpful in defining the level of quality of the service offered.

In compliance with these strategies, the commitments of the Quality, Safety, Environment and Traceability Policy are translated annually by Management into a plan of circumscribed and measurable goals, which it undertakes to achieve by providing all the necessary resources and support.

The Quality, Safety, Environment and Traceability Policy and the plan of goals are approved by Management and brought to the attention of staff by posting them in a place that is accessible to everyone, or at regular meetings.

To this end, Management appoints the Head of the Quality, Safety, Environment and Traceability Management System, as the person responsible for maintaining and improving the Management System in compliance with the goals set.

Management also appoints a representative to ensure that the company processes are prepared, implemented and kept up-to-date. This figure reports to Management on the performance of the Q/S/E/TMS and on the needs for improvement, and ensures the promotion of awareness of the Customer's requirements within the framework of the organisation.

In addition to these figures, Management has defined a specific organisation to achieve the goals defined, which also includes all the figures and roles required by the regulations currently in force.

Management System audits are carried out on a regular basis in order to ensure that the system works properly and to identify any need for adjustment.

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Management undertakes to review the adequacy of the Quality, Safety, Environment and Traceability Management System at least once a year and to issue instructions on any corrections and/or improvements to be made to the structure. On that occasion it also checks whether the annual goals have been achieved and analyses any discrepancies.

Date: 8<sup>th</sup> November 2023