

Tenuta di Biserno Soc. Agr. a r.l.	<p style="text-align: center;">Title</p> <p style="text-align: center;">Quality, Safety, Environment and Traceability Policy</p>	<p style="text-align: center;">T02</p> <p style="text-align: center;">Rev. 7 of 11/01/2024</p>
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Management considers quality and excellence as the primary objectives to be achieved.

What could be more important than understanding that the commercial and budgetary objectives of a modern food business must be achieved by optimising performance in every way, most especially as concerns the genuineness and goodness of the product, the physical and mental safeguarding of its employees and collaborators, and respect for the natural environment which is the source of everything we have and need? Quality work, making the best possible use of people and skills; this is the way to achieve excellence.

To this end, our organisation is fully committed to continuous training of its personnel, to preventing harmful events, through a careful analysis of the risks faced by the company and by planning and organising prevention management with the utmost care and attention.

In our quest for excellence, it seemed sensible and important to start by implementing internationally recognised organisational models, so we adopted the systems laid down in UNI EN ISO 9001, UNI EN ISO 45001, UNI EN ISO 14001 and UNI EN ISO 22005.

These models should not be considered as an solution in themselves, but as an organisational set-up that can prevent risky activity, defining evidence, control and management of nonconformities, and allowing for incident analysis, whether relating to health and safety or to preventing damage to the environment.

It is also essential for the company to have a VISION that includes ambitious goals for improvement, as befits a brand enjoying international prestige.

This is why, in the company's strategic mission, the concepts of **Quality and Traceability** should be viewed as meeting the needs of the Customer, to whom continuous and constant attention is paid, in order to respect applicable rules and regulations (Directives, Laws, etc.) and, in this context and above all, guarantee compliance with specific requirements.

As concerns the definition of **Customer**, Management considers the concept extends not only to external stakeholders who purchase products directly or indirectly, but also to internal collaborators involved in the production chain. Indeed, we firmly believe that no consumer will be satisfied unless every link in the chain has worked efficiently and effectively. The result of the company's efforts must be directed towards defining and satisfying the needs of the **Customer**.

Health and Safety at Work includes all the internal and external factors that affect and/or may affect the health and safety of employees, workers, visitors and everybody in the workplace, even those only present occasionally. All production and non-production activities carried out by our workers and employees must be organised, planned, scheduled and implemented according to the criteria of maximum protection of personal safety and environmental protection. Risk perception must be maximised within the company at every level and the greatest care must be taken at all times.

The **Workplace** means the whole environment in which the entire organisation operates. The territory is considered as the entire area of land where our vines and olive trees are cultivated, and comprises also the other elements present, including flora and fauna and natural resources, such as water. Management is committed to maintaining a high level of maintenance and enhancement of the territories, minimising and preventing the impacts that may result from the production process. Management recognises that this objective must be achieved through knowledge of and compliance with all EU, national and local environmental regulations and by disseminating the Environmental Management System and its procedures at all levels of the organisation.

Management, through its management system, supervises and ensures that all necessary activities are correctly implemented.

Staff are therefore required to comply with the requirements of the Quality/Safety/Environmental Management System Manual and related documentation in the course of their activities.

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In order to direct its organisational growth, Management considers it opportune to define its MISSION:

- to undertake business activities in such a way as to meet customer needs;
- to possess the necessary tools to interact smoothly with existing markets and to open up to new ones;
- to manage work activities in such a way as to prevent all risks related to occupational health and safety, food safety and the environment;
- to ensure the company's products are in line with local tradition, whilst respecting the natural environment and minimising its impact on it;
- to always base production on the concept of quality:
 - selecting the most suitable soils for the chosen grape varieties
 - keeping production per plant as low as possible, maintaining production per hectare
 - performing correct thinning of the bunches
 - enhancing grapes through appropriate winemaking techniques
- to create wines with the desired characteristics of depth, character, smoothness and elegance:
- to continually improve its environmental performance through timely analysis of risks, emerging issues and hazards arising from its activities;
- to ensure the reduction of consumption of resources such as water, energy and all other raw materials used in production processes.

THE COMPANY'S MISSION IS TO DEVELOP THE COMPANY, TO DETERMINE THE NECESSARY CONDITIONS FOR DEVELOPMENT AND EMPLOYMENT, TO CREATE THE FINANCIAL RESOURCES FOR GROWTH, TO MAINTAIN AN ADEQUATE RETURN ON INVESTED CAPITAL IN THE MEDIUM TERM THROUGH HIGH QUALITY PRODUCTION AND, THEREFORE, HIGH ADDED VALUE.

It is important that the company's efforts in this regard are clearly evident in Italy and abroad; for this reason, quality certification is seen as an adjunct to the marketing actions carried out daily by our sales managers. Since marketing strategies focus on the needs and desires of customers in order to design and create 'products' that are considered by the latter to meet their expectations, such strategies prove useful in defining the level of service quality offered.

In line with these strategies, the commitments of the Quality, Safety, Environmental and Traceability Policy are used annually by Management as the basis for a plan of clearly set-out and measurable objectives for the achievement of which it undertakes to provide all the necessary resources and support.

The Quality, Occupational Safety, Environment and Traceability Policy and the plan of objectives are approved by the Management and shared with staff by posting them in a place accessible to all or through regular meetings.

To this end, the Management appoints the Quality, Safety, Environment and Traceability Management System Manager, as the person responsible for maintaining and improving the Management System in accordance with the objectives laid down.

Management also appoints a representative to ensure that all business processes are prepared, implemented and kept up-to-date. This person reports to Management on the performance of the QMS/S/E and on any improvements required, and is responsible for promoting awareness of customer requirements within the organisation.

In addition to these roles ,Management has made specific arrangements to achieve the defined objectives, which also includes all the responsibilities and roles required by current regulations.

Audits of the Management System are carried out on a regular basis in order to verify its proper functioning and to identify modifications required.

Management undertakes to review the adequacy of the Management System for Quality, Safety, Environment, Traceability at least once a year and to advise on possible corrections and/or improvements to the structure. At the same time, it also checks progress towards achieving annual targets and analyses any delays.

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