

Tenuta di Biserno Soc. Agr. a r.l.	<p style="text-align: center;">Title</p> <p style="text-align: center;"><b>Quality, Safety and Environment Policy</b></p>	<p style="text-align: center;"><b>T02</b></p> <p style="text-align: center;">Rev. 5 of 01/06/2022</p>
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The management considers quality and excellence the primary objectives to be achieved.

There is no other satisfaction than that deriving from the awareness that the commercial and budget objectives of a modern food company must be achieved by optimising all its performances, primarily those relating to the authenticity and high quality of the product, the protection of the physical and moral safety of its employees and collaborators, and respect for the natural environment, from which we derive our origins and our satisfaction. The quality of work and an approach that values people and skills are considered the best ways to achieve the objectives of excellence.

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

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

These models should not be considered as an end point, but as a type of organisation that can prevent risky activities, that determines methods of evidence, control and management of anomalies, and that allows the analysis of incidents, whether they are related to health and accidents or the prevention of damage to the environment.

It is also necessary for the company to have a VISION that contemplates ambitious improvement goals worthy of its brand and international prestige. This is why the concept of **Quality**, in the company's strategic mission, must be seen as satisfying the needs of the customer to whom continuous and constant attention is paid, with the objective of satisfying the applicable legislative and regulatory provisions (Directives, Laws, etc.) and, in this context and above all, guaranteeing compliance with the specific requirements.

With regard to the definition of the **Customer**, the Management considers the concept extended not only to external stakeholders who purchase products directly or indirectly, but also to internal collaborators engaged in the production chain. Indeed, there is a deep-rooted conviction that no consumer can be satisfied unless all links within the chain have worked efficiently and effectively. The result of the company's efforts must be directed towards defining and satisfying the needs of the **end customer, i.e. the consumer**.

**Occupational Health and Safety** is considered as the totality of all internal and external factors that affect and/or may affect the health and safety of employees, workers, visitors and all people who are in the workplace, even if they are only occasional visitors. All production and non-production activities, performed by our workers and collaborators, 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 at all company levels and attention must always remain at the highest level.

The **Environment** is the essential element in which the entire organisation operates. The territory is considered as the whole of the land, where our vines and olive trees are cultivated, connected to the other basic constituents including flora and fauna, and natural resources including water resources. The management intends to strive for a high level of maintenance and enhancement of the land, minimising and preventing the impact of its production. The management recognises that this objective is attainable through knowledge of and compliance with all community, national and local environmental regulations and the dissemination (at all levels) of the organisation of the Environmental Management System and its procedures. The Management, through its management system, supervises and checks that all necessary activities are correctly implemented.

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

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

- to work in order to finalise the company's activities to the needs of its customers;
- to possess the necessary tools to easily deal with existing markets and to open up to new markets;
- to manage work activities in such a way as to prevent all risks relating to occupational health and safety, food safety and the environment
- characterising the company's products with respect to the traditional characteristics of the territory, respecting the natural environment and minimising the impact on it
- producing on the basis of total quality concepts:
  - selecting the most suitable soils for the chosen vines
  - limiting production per plant as much as possible, maintaining production per hectare
  - thinning out the bunches correctly
  - enhancing the grapes by adopting appropriate vinification techniques
- creating wines with the desired characteristics of depth, character, softness and elegance
- continually improving its environmental performance through timely risk analysis
- reducing the 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 ITS OWN 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 immediately recognisable in Italy and abroad. For this reason, quality certification is seen as an adjunct to the marketing actions that are carried out daily by our sales managers.

Since marketing strategies focus on the needs and desires of customers in order to design and realise 'products' that are considered by the latter as suitable for satisfying their expectations, these strategies prove useful in defining the quality level of the service offered.

In accordance with these strategies, the commitments of the Quality, Safety and Environment Policy are translated annually by the Management into a plan of circumscribed and measurable objectives. The Management undertakes to provide all the necessary resources and support to achieve this. The Quality, Safety and Environment Policy and the plan of objectives are approved by the Management and made known to the personnel through information posted in a place that is accessible to all or through regular meetings.

To this end, the Management appoints the Quality, Safety and Environmental Management System Manager, who is responsible for maintaining and improving the Management System in accordance with the set objectives.

The Management also appoints a representative to ensure that the business processes are prepared, implemented and kept up-to-date. This figure reports to the Management on the performance of the QMS/S/A and on the needs for improvement, and promotes awareness of customer requirements within the organisation.

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

Regular audits are carried out on the Management System in order to verify its regular operation and identify any need for adaptation.

The Management undertakes to review the adequacy of the Quality, Safety and Environmental Management System at least once per year and to give indications on any corrections and/or improvements to be made to the structure. On this occasion, it also verifies the achievement of the annual objectives and analyses any deviations.

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Date: 01/06/2022

The Management \_\_\_\_\_