



## QUALITY POLICY

D.20.01  
of ... 21.04.21

The Torre Pallavicina dairy's strategy and primary objective is to optimise the products that its members supply, especially milk, by processing and marketing them, along with the products obtained from them. With this in mind, the dairy has supported the development and implementation of a Quality Management System within the company, with the full involvement of its employees and workforce.

The system that has been implemented bases its assumptions and requirements on continuous improvement as a production philosophy, through:

- compliance with industry laws and regulations;
- the highest guarantee in terms of food safety of its products through the use of a self-monitoring system based on HACCP principles and certification by an independent auditor in accordance with BRC and IFS standards;
- the procurement and use of raw materials and ingredients that are selected specifically to meet the quality standards of the finished products;
- customer satisfaction, which is monitored through continuous evaluation;
- the use of organisational and management tools to ensure that contracts entered into are executed as punctually as possible and in full compliance with the expressed and implied requirements of Customers;
- the effective and coordinated development of technical, human and organisational skills, including through appropriate awareness-raising and training campaigns;
- the establishment of a data collection and processing system with the aim of defining and measuring specific quality objectives;
- careful management of its production activities with a view to minimising the associated environmental impact, in accordance with current legislation;
- the provision and maintenance of suitable and safe workplaces, in compliance with current legislation (Legislative Decree Law no. 81/2008).

More specifically, the Management is committed to:

- keeping all processes under control, especially production;
- identifying and recording every issue - documented with data and facts;
- managing deviations from standards through appropriate corrective action, and monitoring their implementation;
- promoting any preventive actions required to pre-empt the occurrence of deviations (quality, safety, environmental) from product, process and system standards;
- replacing and/or upgrading equipment where necessary;
- involving its suppliers and contractors, with whom it fosters and implements mutually beneficial processes and procedures;
- training and educating staff so that they are constantly involved in the resolution of quality and safety issues, and improving their skills;
- respecting Halal principles to ensure no contamination of products not allowed by the guidelines;
- increasing corporate awareness of the responsible use of energy, taking action to reduce energy waste and making investments in energy efficiency.



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Each year, the Management defines specific objectives detailed by functional area and related to appropriate indicators that allow monitoring and objective analysis. These objectives are entered in the register of Actions to be undertaken (M.20.01) indicating how and by whom they will be achieved.

Every three months, the management assesses the progress of the indicators of the processes deemed most important for the monitoring of the QMS, in order to evaluate their performance in relation to set targets. Objectives and targets are communicated to the relevant departments and periodically reviewed. (M.20.02 Quality Objectives Plan).

The Management firmly believes that quality and continuous improvement is the only way forward given the constant evolution of the market, and considers the personal contribution and collaboration of each individual to be essential. With this in mind, Caseificio Torre Pallavicina undertakes to create a company environment which ensures dynamism, involvement and participation, clear operating functions and mutual respect, guaranteeing compliance with the basic principles of work ethics, such as for example:

- not using child and underage labour,
- not resorting to forcing employees to work by means of blackmail of any kind,
- not discriminating between workers,
- compliance with legal requirements regarding working hours, application of disciplinary measures, etc.

At least once a year, the Management carries out a review of the objectives of the Quality Management System and Policy in order to verify their suitability and adequacy to the company philosophy, also in relation to any changes (internal or external to the company), and identify opportunities for improvement.

The Chairman and the Board of Directors are committed to encouraging actions aimed at promoting quality as a corporate cultural asset, through systematic and documented communication, both inside and outside the company, including the circulation of the Company Policy at all levels.

Date 21 April 2021

The Chairman \_\_\_\_\_