# QUALITY POLICY
## (UNI EN ISO 9001: 2015)

The General Management of IPSA intends to continue its commitment to careful quality management, aiming for optimal organization of resources to achieve high operational efficiency and, consequently, full customer satisfaction.

The Quality Management System aims to govern company processes and control technical, organizational, and human factors that can influence quality, operating in accordance with the UNI EN ISO 9001:2015 standard, in effect since September 2015.

The Quality Manual has been replaced by the document related to the Quality Management System in Rev. 03 of December 2021, which covers the points of the new standard and contains the system's scope. The Quality Management System is described, along with processes and methods aimed at achieving maximum system effectiveness, risk containment, the use of human resources, and organizational techniques throughout the Company.

GLUTEN-FREE certifications are maintained for the UHT line, HALAL for the UHT line – Margarine - Cocoa Cream – Topping – Powder Mix, and certification for the use of RSPO palm oil.

Among IPSA's main objectives is obtaining BRC certification, to be achieved by the year 2023. In ensuring the achievement of this goal, IPSA ensures the full involvement of personnel at all levels through the sharing and communication of objectives and reference indicators annually analyzed by management. Every individual, every department at IPSA, without exception, responsibly contributes to the quality of the products. The quality plan for the development and constant improvement of a culture of quality and food safety represents one of the company's main tools to compete in achieving increasingly higher quality standards.

The company's quality policy, in line with the Organization's goals and consistent with the other policies of the Management, can be summarized as follows:
- Seek customer satisfaction by defining all aspects of supply precisely and ensuring the necessary technical/scientific support.
- Involve and empower the company's personnel and sales network so that everyone feels responsibly active.
- Achieve the efficiency of product manufacturing processes to meet required standards, based on the HACCP Self-Control Manual; currently, 18th Ed. dated 15.07.2021, validated on 31.12.2021.
- Train, educate, and update collaborators on workplace safety.
- Comply with laws and regulations at the Italy, CEE, and extra CEE levels (where required).
- Prevent defects rather than eliminate them afterwards, exercising the utmost care in the production phase.
- Select reliable suppliers and, where possible, create partnerships with them.

All staff must commit to ensuring these principles are promptly applied to achieve continuous improvement of the Quality Management System and meet the objectives set and verified annually by the General Management during the Quality System Review.

The system is entrusted to the Quality Management Officer, who assumes responsibility for its correct and continuous operation. The contribution of each company function is crucial for IPSA to be a successful company, capable of being present in the market efficiently and lucratively, in a recurrent condition of strong competitiveness and innovation. The implementation of structural interventions aimed at supporting high-margin products and opening new market segments continues."

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