



## QUALITY POLICY

Fine Foods has been applying the concept of total quality for many years, continuously improving the organization, the quality of products and services supplied and pursuing the satisfaction of all stakeholders.

After implementing the ISO 9001 and ISO 14001 quality and environment management systems, Fine Foods has integrated these systems with the ISO 45001 standard for safety in the workplace, FSSC 22000 for food safety, ISO 13485 for production of medical devices and SMETA for the implementation of a sustainable business model inspired by ethical criteria.

The Quality Management System is built on a risk-based approach that allows the organization to identify factors potentially generating process deviations from its own standards, to implement preventive actions minimizing the negative effects and to promptly seize business opportunities.

The Management is constantly evaluating the context in which the Company operates, the needs and expectations of the stakeholders, risks and opportunities, with the objective to find an association between the Quality System and a sustainable business model.

The Organization is increasingly convinced that quality is not a mere marketing tool to better promote the company's image, but it must be a working philosophy that brings added value to the Company.

Management is also aware that this ambitious approach is pursuable only with a constant and effective communication between internal and external stakeholders. Fine Foods is renowned for a passionate attention to customers' satisfaction, which is achieved with a sincere involvement of staff at all levels, with an always broader range of services offered, with the continuous improvement of the existing activities and with the promotion of new investments.



The growth of the Organization has been supported by significant investments aimed at expanding the working areas and improving the working conditions, while exploiting the most modern technologies and machinery to achieve operational excellence.

The periodic Quality Review has helped the Management to focus on the pursuit of strategic objectives and to commit to the rapid completion of the many improvement projects already underway.

The Company is also strongly focused on aspects of food safety, investing in advanced technologies for the identification and traceability of materials and applying strict protocols aimed at ensuring the regulatory compliance of materials and the continuous monitoring of the hygienic conditions. Last, but not least, particular attention is paid to continuous improvement of production efficiency, to rationalization of operating flows, to recruitment and professional growth of talented persons, with the objective of meeting the most challenging stakeholder's expectations in a safe and stimulating working environment.

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Giorgio Ferraris

CEO