

POLICY FOR FOOD QUALITY AND SAFETY AND GENDER EQUALITY

The identification of the “mission” of Cesare Trucillo SpA represents a fundamental moment for the correct definition of the company policy for quality and food safety that the Company Management intends to share with all Interested Parties.

To this end, it will therefore be impossible to ignore the following considerations:

- of its history, made of objectives, policies, and results;
- of the current preferences of management and ownership;
- of the environmental implications that influence its purposes;
- critical resources for achieving the corporate mission;
- of their own specific skills;
- of gender policies.

For Cesare Trucillo SpA, PROVIDING QUALITY AND GUARANTEEING THE FOOD SAFETY OF THE PRODUCT means not only satisfying the requests of the company's various "stakeholders" but also exceeding their expectations by offering the following guarantees:

☺ CONTINUOUS TRAINING, THROUGH THE DIFFUSION OF THE ORGANIZATIONAL CULTURE OF THE INTERNAL CUSTOMER-SUPPLIER

involving all staff, at every level and degree, in spreading the culture of quality and food safety in the company through:

- sharing objectives, expectations, and relevant information
- establishing an employee feedback system on food safety issues;
- Measuring performance and periodically reviewing goals
- Appreciating and celebrating successes;

☺ TECHNICAL ASSISTANCE, IN ORDER TO ANTICIPATE THE CUSTOMER'S NEEDS AND UNDERSTAND THEIR IMPLICIT NEEDS, IMPROVING THE FEEDBACK OF THE SALES NETWORK

☺ SAFE, LEGALLY COMPLIANT, AUTHENTIC PRODUCTS THAT COMPLY WITH SPECIFIED QUALITY REQUIREMENTS

based on a careful assessment of the risks/opportunities arising from the analysis of the context to respond effectively to the needs of all interested parties (suppliers, customers, staff, control bodies).

To this end, the company has a Quality and Food Safety System that has re-evaluated its quality policy considering broader management principles that allow:

- focus on customers and understand their future and present needs;
- create an internal environment within the organization that ensures the involvement of people in achieving food quality and safety objectives and gender equality;
- make the entire organizational structure responsible for the results;
- manage resources and related activities from a process perspective;
- improve the effectiveness and efficiency of the organization by adopting a systems approach to identifying, understanding, and managing a related system of processes;
- pursue continuous improvement by seeking a series of internal and external stimuli that facilitate the planning of company activities;
- create partnerships with suppliers for the joint study of production improvements;
- • ensuring that the system is supported by periodic and systematic information, training, education and awareness-raising activities for all employees, collaborators, suppliers, and visitors;
- • ensuring a periodic review of company policy and management systems so that they are always kept current and appropriate to the company reality in accordance with changes in the context;
- • ensuring a continuous exchange of information with the bodies responsible for controls (local health authority, Fraud Repression Office);
- • ensuring that the Policy set out herein and the related management systems are understood, implemented and maintained at all levels of the organization;
- • ensuring that this document is available externally and is also communicated to those working on behalf of the organization such as suppliers.
- have a transparent organizational structure both inside and outside the company.

Based on these reflections, the Company Management of Cesare Trucillo SpA, believing that the quality of products, processes and organization is a fundamental element for the success of

the company in the past, present and future, has interpreted its "mission" as that of spreading "the art of coffee" by ensuring:

- the organoleptic-sensorial quality of the coffee;
- the healthiness and hygiene of the coffee and the processes;
- the assumption of full responsibility towards the customer regarding the quality and food safety of the product supplied to them;
- the reduction of gender inequality.

In particular, the hygienic quality of the product is to be understood as the healthiness and safety offered by Cesare Trucillo SpA to its customers and on which the company has built the organoleptic-sensorial quality and that of the organizational structure.

To this end, the contribution of all those who work in the company and who collaborate from outside becomes fundamental. The sterility of the coffee, achieved after the roasting phase, must, in fact, be maintained intact through the application of procedures aimed at:

- to staff hygiene;
- to the hygiene of production plants;
- to the hygiene of the establishment.

Each person working in the establishment must ensure that the hygiene standards defined by the Company Management are maintained and promptly report any deviations.

The principles underlying the above-mentioned company policy for quality then find concrete specification in the following general objectives which involve all company areas:

- ⇒ guarantee of a **HEALTHY, HYGIENIC AND SAFE COFFEE**;
- ⇒ offering **PRODUCTS WITH STANDARD FEATURES** starting from the analysis of the expressed and implicit needs of customers;
- ⇒ constant monitoring of **CUSTOMER SATISFACTION**;
- ⇒ **CUSTOMER LOYALTY**;
- ⇒ constant search for **PRODUCT AND TECHNOLOGY INNOVATION**;
- ⇒ **SALES FORCE** stimulation;
- ⇒ creation of a **STRONGLY PARTICIPATORY AND INTEGRATIVE ORGANIZATIONAL CLIMATE**.

In this sense, all staff must feel involved in company activities, making an essential contribution to the qualitative growth of processes and organization, also through the formulation of improvement proposals that Cesare Trucillo SpA is ready to accept.

The commitment of the Company Management will always be to define clear, credible, and measurable qualitative growth objectives and to adequately communicate them to all members of Cesare Trucillo through:

- the definition of annual improvement plans;
- the systematic review of the objectives achieved and the activities carried out.

The Management


