



MISSION STATEMENT

- **To be the leading company in the bakery products sector for our ability to command both the high-end segment, which includes organic goods, and the budget segment, with a variety of relevant brands and products.**
- **To offer high-quality bakery products associated with the concept of nutritionally-balanced food through the Monviso brand, in terms of both tasty, traditional products and nutraceutical and organic products, observing food safety standards throughout.**
- **To increase research and development with a focus on categories of products, in order to improve the company's competitive edge.**
- **To increase the level of penetration in various sales channels.**
- **To broaden the range of products offered in order to extend the brand presence to more bakery product categories.**
- **To increase the value of branded goods and the Monviso trademark.**
- **To implement a quality policy aimed at continuous improvement of customer satisfaction and the achievement of international certification standards.**
- **To pursue and expand objectives for improving the health and safety of workers and related programmes, by making human, instrumental and financial resources available as an integral part of our activities and as a strategic commitment in terms of the company's overall aims.**

This document has been compiled and authorised by Monviso, and is distributed and disseminated to all company stakeholders and employees.

This policy will be reviewed at least once a year, together with the objectives for improvement, as part of the management review.

This document is made available to all interested parties.

REV	DATE	DESCRIPTION	Managing Director (MD)
13	28/01/2019	Mission for 2019-2020	



QUALITY, ENVIRONMENTAL, ETHICAL AND SAFETY POLICY

DR-002.00

This document has been compiled to reflect the size and nature of the risks and will be updated as necessary, taking into account the types of employment contract and the results of the initial analysis and subsequent monitoring exercises.

Quality Policy

- Compliance with legal requirements pertaining to the products manufactured, with a particular emphasis on the hygiene of staff, environment and food production processes, and also with the health and safety regulations pertaining to the products manufactured (food safety regulations for the EU and for countries to which the products are exported), legislation pertaining to the labelling of products and related health declarations, the traceability of food products and regulations concerning allergens and GMOs.
- Compliance with explicit and implicit requests from customers and consumers.
- Involvement of all company and external personnel in quality objectives.
- Enhancement of product manufacturing know-how in company personnel.
- Management of activities arising from internal complaints and non-compliance (production processes and other business procedures), to improve the quality management system.
- Identification of company procedures related to the needs and expectations of all interested parties, internal and external, and methods for carrying out and monitoring these procedures.
- Development of inter-departmental activities aimed at an integrated management of processes that affect quality, safety in the workplace and product health.
- Analysis, monitoring of processes and identification of improvements.
- Implementation of certified management systems by independent third-party quality assurance and food safety authorities, in compliance with the requirements of voluntary standard UNI EN ISO 9001-BRC-IFS.
- Compliance with the requirements of GSFS standards by implementing all relevant processes to promote continuous improvement of the food quality and safety management system, and to protect the authenticity of food products and safeguard them from deliberate contamination.
- Commitment to establishing a plan for the development and continuous improvement of a quality and food safety culture by the management and all personnel; implementing the planned activities and assessing their effectiveness.
- Respecting the ethical principles of customers by procuring raw materials that meet organic, Kosher, Halal, RSPO and UTZ standards, and using the required production methods.
- Implementation of a system to guarantee food protection (food defence), with particular reference to: controlled access to the site by employees, contractors and visitors; staff training on site security procedures; identification of areas with restricted access; application of procedures to ensure the safe storage of all materials, including ingredients, packaging materials, chemicals and various items of equipment; structural protection on the site.
- Implementation of processes and procedures to guarantee the authenticity of raw materials by careful selection and management of suppliers.

Environmental policy

The directors of Monviso are aware that the company has specific obligations in terms of the environment and the community, and are striving to create a situation where the entire organisation embraces responsible behaviour in all its activities, to safeguard the integrity of the environment and raise the awareness of all employees at every level to environmental issues.

Everyone can and must adapt their behaviour, in the context of their own work roles and responsibilities, to contribute to this consideration for the environment.

Proper environmental management is an essential route that Monviso must take unequivocally, without further consideration of the issue and without changing course. Constant improvements must be made to every company activity and process, taking into consideration the environmental effects of activities and products and examining all the consequences that such activities may have on the environment.

The areas that Monviso is proposing to involve in establishing its environmental policy are:

- Training and awareness-raising for staff and external partners on environmental issues such as appropriate waste management and the reduction of both energy and material waste;

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- Creating a healthy, habitable environment at the company's production sites, as far as possible, by preventing pollution from spills of harmful liquids and other substances, emissions of polluting agents into the atmosphere, and any damage that may be caused by uncontrolled use of water resources, for example;
- Working with the authorities to investigate and capitalise on economic resources for improving environmental aspects;
- Optimising the use of internal resources and eliminating all possible waste, thereby increasing the yield of production processes, reducing internal costs and improving our performance vis-s-vis our competitors.

Ethical policy

Monviso undertakes to observe the highest quality standards in terms of products and business integrity in its dealings with customers and suppliers. Consequently, all Monviso employees and suppliers are required to conduct themselves with the highest standards of honesty, fairness and personal integrity. It is essential that Monviso suppliers and employees meet high ethical standards and observe current legislation, avoiding any appearance at all of improper conduct or conflict of interest.

With this policy, Monviso's aim is to:

- Reaffirm the value that Monviso places in human capital and the ethical foundations of its production, sales, management and research services;
- Guarantee compliance with the requirements of employment contracts;
- Confirm that only third-party companies which operate in accordance with current legislation are used, with particular emphasis on the reliability of the workforce;
- Ensure the financial statements are verified by an independent third party;
- Operate in observance of equal opportunities and not generate discrimination based on race, social class, gender, religion or politics;
- Operate in accordance with legislation concerning the privacy of employees;
- Prohibit improper conduct towards suppliers that may involve Monviso personnel in conflicts of interest;
- Publish this policy both internally at Monviso and externally to third parties with whom Monviso has a relationship;
- Respect customers' ethical and environmental sustainability principles by supplying raw materials and services that meet the required standards (e.g. RSPO, SEDEX/SMETA protocols).

Health and safety at work policy

- Monviso is committed to ensuring that safety aspects are considered essential content for all activities, from the initial identification stage of new activities to the revision of existing ones.
- Information, education, training (where necessary) and awareness raising is provided for all workers to enable them to carry out their duties safely and assume their responsibilities in respect of OHS issues, with involvement and consultation a priority, via health and safety representatives where applicable.
- Responsibility for managing the occupational health and safety protocol in accordance with the OHSAS 18001 standard or UNI/INAIL guidelines, which extends to the entire organisational structure (managers, supervisors, technicians, purchasing and maintenance service staff, workers, guests, visitors, etc.), to enable them to engage with the achievement of safety objectives assigned to them in accordance with their role, so that:
 - machines, installations and equipment, workplaces, operating methods and organisational aspects are implemented in such a way as to safeguard the health and safety of workers, company assets, third parties and the community in which the company operates;
 - information on corporate risks is distributed to all workers; specific training and updates are provided for workers depending on their particular job;
 - needs that arise in the course of work activities are addressed quickly, effectively and thoroughly;
 - preventive action is prioritised and the prevention of accidents and occupational illness is promoted;
 - cooperation is endorsed between the various corporate resources and with designated external organisations;

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- all applicable laws and regulations (and requirements that the company has voluntarily endorsed) are observed, procedures formulated and established company standards complied with;
- work activities are carried with attention to the prevention of accidents, injuries and occupational illnesses; operations and maintenance, including the cleaning of workplaces, machines and installations, are approached within this context.

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