

· INTEGRATED POLICY FOR QUALITY, HEALTH AND SAFETY ·

· GUIDING PRINCIPLES ·

In order to provide a high-quality service, all our activities have always been inspired by the following **GUIDING PRINCIPLES**:

- **EFFICIENCY** – The objective is to ensure an immediate, qualified and competent response to Customer needs, also through contacts via digital platforms and social media.
- **CONTINUITY** – With mutual respect for the rules, supplies are guaranteed throughout the entire year and have continued without interruption even during periods of health emergencies.
- **COMPLIANCE** – We adopt and verify full compliance with contractual provisions, making them easily accessible to all Customers, and constantly ensuring consistency with product and environmental regulations.
- **COURTESY AND AVAILABILITY** – All our staff are available to meet requirements, maintaining the utmost attention to the continuous perception of Customer needs.
- **HEALTH AND SAFETY** – All personnel participate in the risk prevention process, in protecting health and safeguarding safety conditions for themselves, colleagues, and third parties; they attend appropriate training courses on health and safety and manage health emergencies to protect both workers and the wider community.
- **FIRES AND ACCIDENTS** – The Company is constantly committed to the prevention of fires, accidents, occupational illnesses, and emergency situations, including pandemics.
- **CONTINUOUS IMPROVEMENT** – The adoption of an Integrated Management System demonstrates our commitment to continuously improving both our relationship with Customers and the characteristics of our products and, ultimately, our organization.

· COMMITMENTS TO CUSTOMERS ·

In compliance with the guiding principles, the Company has always undertaken specific **COMMITMENTS TO CUSTOMERS**:

- Immediate management of sales orders;
- Delivery of orders to the destination point, according to the methods and timelines agreed upon as standard with the Customer;
- Fulfilment of urgent orders in a short time, subject to agreement between AR.PA and the Customer;



- Analysis of any complaints received;
- Availability to provide product technical data sheets;
- Compliance with hygiene standards and current regulations, and full availability to provide instructions, records, and evidence;
- Guarantee of traceability of the components used in product packaging and subsequent traceability of sold products;
- Maintenance and continuous updating of the Self-Control Manual, detailing the application of the HACCP system (Hazard Analysis Critical Control Point) relating to food hygiene;
- Focus on continuous training and awareness of management and all personnel on health, safety, and quality issues;
- Protection of the health of employees and third parties accessing company facilities by maintaining safe environments;
- Adoption of fire / near-fire analysis tools in order to identify causes and prevent recurrence.

- CONTEXT -

Control of business risks (economic, margin-related, food safety and workplace safety, etc.), attention to quality and product compliance, and the constant need to remain present, competitive, and visible in the market require the Management of AR.PA. s.r.l. to continuously monitor the context. In this regard, the Company has defined the following strategic objectives:

- 1.** Maintain control and improve efficiency and digitalization of all company processes, thereby managing business risks;
- 2.** Pursue continuous improvement of company processes and services provided to Customers in order to:
 - Meet Customer needs and expectations;
 - Improve company visibility, also through digital platforms and social media;
 - Comply with standards, specifications, legal requirements, and applicable regulations;
 - Meet the requirements of all interested parties;
 - Achieve and maintain competitive cost levels;
- 3.** Monitor Customer satisfaction, meet their needs, and support them in the development of new products.

Bologna, 02/02/2026

The Management

AR.PA Srl

