

	<b>FOOD SAFETY AND QUALITY MANUAL</b>	SECOND EDITION
		REV. 01    DATED 01/10/2014
<b>SECT 5_3</b>	<b>Quality policy and food safety</b>	

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## 1.0 - Purpose

The purpose of this Section of the Food Safety and Quality Manual is to define the policy, commitments and goals for Food Quality and Safety set out by Management of CARPAD SpA.

## 2.0 - Definition of Quality and Food Safety

**Quality** means a series of properties and characteristics of the product and services that provide the ability to satisfy customers' expectations, either expressed or implied.

**Food safety** means that the Carpad product must not pose any hazards to the food products being wrapped, intended for human consumption.

## 3.0 - References

- Standard UNI EN ISO 9001:2008 - paragraph 5.3.
- Standard UNI – EN – ISO 22000:2005 – paragraph 5.2.

## 4.0 - Field of Application

All products supplied by CARPAD S.p.A. and all Corporate Divisions quoted in the sections of this Manual.

## 5.0 - General Guidelines

The strategic goals of the Company are:

- to improve the ability to satisfy customer needs in terms of quality;
- to strengthen the reference market position.
- to consolidate the company's image in terms of reliability and professional correctness;

**CUSTOMER SATISFACTION IS AN ESSENTIAL CONDITION FOR THE SUCCESS OF THE COMPANY OVER TIME.**

Consequently, the primary goal of the company is constant improvement of products and services.

Management considers quality, along with costs, delivery times and services provided to the customers, a strategic factor aimed at maintaining the company's competitiveness over time with respect to the market.

General guidelines of the Company's Quality Policy concern:

- the achievement and maintenance of customers' satisfaction;
- involvement of the Company' staff to accomplish corporate goals;
- constant improvement of corporate services;
- effectiveness in the Quality Management System;

- workplace safety and environment protection;
- ensure safety of food products possibly packaged in the Carpad product.

## **6.0 - Quality Policy and Food Safety**

Achieving the above strategic goals can be done through a progressive and constant improvement of the entire corporate system and pursued through a "Plan of Works" based on the following guidelines:

1. Define a long-term strategy aimed at improving the quality of products and services in order to satisfy or even anticipate even more customer's needs and therefore ensure the existence and growth of the Company. In this context, the term "Customers" is used to indicate external buyers and internal recipients of each product and services.
2. Ensure that the idea of quality constitutes an integral part of the company's work process.
3. Promote a conduct in managers and at all corporate levels that can contribute in supporting collaborators in order to improve the quality of their job.
4. Promote cooperation between collaborators of all divisions in order to prevent any issues from arising in due course and avoid any negative impacts.
5. Agree with own collaborators on long-term goals with respect to food quality and safety thereby indicating the road to follow while providing the necessary resources to achieve said goals.
6. Motivate all collaborators of the company noting that in order to gain positive knowledge in terms of food quality and safety, everyone's efforts are needed.
7. Comply with safety, health and environmental protection when supplying, stocking, commercialising and using the products.
8. Constantly improve work processes in all divisions in order to ensure and increase quality and productivity.
9. Gather and constantly process customer requests in order to understand them and fully satisfy their needs.
10. Establish a positive collaboration of mutual trust with suppliers in order to ensure that their raw materials and services meet our expectations in terms of quality and productivity.
11. Offer collaborators of the company training based on modern and rational guidelines that include the management and resolution of corporate issues.
12. Implement a Food Safety Quality System that:
  - can satisfy the conformity requirements set out by standard UNI EN ISO 9001:2008;
  - can satisfy the requirements set out by standard UNI EN ISO 22000:2005;
  - can be described in this Food Safety and Quality Manual.
13. Guarantee communication, in particular outside the company in order to favour exchange of information within a perspective for strengthening safety of foodstuff packaged with the Carpad product.
14. Disseminate awareness that all organisational conduct can be debatable by anyone in order to improve them, but that no one can however set own rules without the knowledge of managers and the entire organisation.

### **6.1 - Quality Goals**

The goals set out by Management to meet the requirements of its own policy are:

- improve the tasks and responsibilities of the organisation;
- supervise the most significant corporate processes in order to obtain performance indicators aimed at defining annual amelioration policies (see MQSA Section 5\_4- "Planning" and "Goals Sheet" under exhibit - M5\_4/All. 2);
- observe applicable laws on the safety of products, staff and the environment;
- maintain own Quality System in compliance with standards UNI - EN - ISO 9001:2008.

### 6.2 - Management commitments

The Company's Management undertakes to:

- make available the necessary resources in terms of devices and staff;
- promote, support and disseminate a food safety and quality culture throughout all levels of the company;
- encourage all actions that lead to the prevention of problems;
- consider this Manual as an effective work instrument and observe its rules and make sure everyone observes said rules;
- disseminate the contents of its policy.