

	<b>FOOD SAFETY AND QUALITY MANUAL</b>	THIRD EDITION
		REV. 00 DATED 10/09/2019
<b>SEZ 5_2</b>	<b>Food Safety and Quality Policy</b>	

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Rev.	Date	Descriptions	Issued by RQ	Checked by ASQ_RSA	Approved by AD
00	10/09/2019	Issue			
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## 1.0 - Purpose

The purpose of this section of the FSQM is to define the policy, commitments and objectives for the Food Safety and Quality established by the CARPAD SpA management.

## 2.0 - Definition of Food Safety and Quality

The term **Quality** means the set of properties and characteristics of the product and service that give it the ability to meet the expressed or implied expectations of customers.

**Food safety** means that the Carpad product must not cause hazards to the food product it wraps around and which is intended for human consumption.

## 3.0 - References

- UNI – EN – ISO 9001:2015 Standard – paragraph 5.2 “Policy”.
- UNI – EN – ISO 22000:2005 Standard – paragraph 5.2.

## 4.0 - Scope

All the products supplied by CARPAD S.p.A. and all the Corporate Functions in the Sections of this Manual.

## 5.0 - General principles

Whereas the Company's strategic objectives are:

- the improvement of the ability to satisfy the needs of customers and other stakeholders, in terms of quality;
- the strengthening of its position on the reference market;
- the consolidation of the company's image in terms of reliability and professional correctness;
- the efficiency of company processes.

**SATISFACTION OF CUSTOMERS AND ALL PARTIES INVOLVED IS THE INDISPENSABLE CONDITION FOR OUR COMPANY'S SUCCESS OVER TIME.**

For Carpad SpA, the best product/service provided is the one that combines the quality (expressed or implied) of the same with the highest standard of respect for the environment, health and safety regulations and food safety.

Consequently, the constant improvement of our products and services is a priority objective.

The Management considers FSQ, together with costs, delivery times, customer service and compliance with current regulations, to be one of the key factors in maintaining the company's competitiveness on the market over time.

Moreover, it is of fundamental importance to identify and assess the risks in each process / business activity, in order to ensure maximum safety of the products / services offered and implement any preventive actions.

General guidelines of the Company Food Safety and Quality Policy concern:

- obtaining and maintaining customer and other stakeholder satisfaction;
- the involvement of the Company's staff in order to achieve the company objectives;
- the continuous improvement of company performance;
- the effectiveness of the FSQ Management System;
- health and safety in the working environment;
- respect for the environment;
- ensuring the safety of any food product packed in the Carpad product.

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

The achievement of the aforementioned strategic objectives passes through the progressive and continuous improvement of the entire corporate system and is pursued through an "Action Plan" that will be developed on the basis of the following guidelines:

1. Proceed with the analysis of the context within which the company operates in order to assess all aspects necessary for the creation of a product / service which is consistent with the applicable regulations and the requirements of stakeholders.
2. Proceed with the analysis of the business risk, carried out on all activities / processes, in order to implement actions to address the risks themselves and the opportunities they represent, with the aim of achieving the set objectives.
3. Define a long-term strategy aimed at improving the quality of products and services, in order to meet or even anticipate the implicit needs and expectations of customers and thus ensure the existence and growth of the company. In this context the term "Customers" is used to indicate both external purchasers and internal recipients of each product and service.
4. Ensure that the idea of quality/food safety is an integral part of the company's working process.
5. Promote Management behaviour which, at all levels of the company, contributes to support co-workers to improve the quality of their work.
6. Promote co-operation between co-workers of all departments in order to prevent, in a timely manner, the occurrence of problems and to avoid their negative impacts.
7. Agree with co-workers on long-term objectives in relation to food quality and safety, including setting out the way forward and providing the means to achieve these objectives.
8. Motivate all the co-workers of the Company, emphasising that a positive awareness of food safety and quality requires the joint effort of each individual.
9. Respect health, safety and environmental protection when procuring, storing, marketing and using products, observing the relevant regulations in force promptly and constantly.
10. Constantly improve work processes in all departments in order to ensure and increase quality and productivity.
11. Constantly collect and process the requests of Customers and other parties involved, in order to understand and fully satisfy their needs, demonstrating willingness to discuss and resolve critical issues.
12. Establish a positive and mutually trustful collaboration with suppliers, to ensure that their raw materials and services meet our expectations in terms of quality and productivity.
13. Provide the Company's employees with training based on modern and rational criteria that cover the management and resolution of company problems.
14. Implement a Food Safety and Quality System that:
  - meets the conformity requirements of the UNI EN ISO 9001:2015 standard,
  - meets the requirements of the UNI EN ISO 22000:2005 standard,
  - is described in this Food Safety and Quality Manual.
15. Ensure communication, in particular external, that favours the exchange of information with a view to enhancing the safety of any food packaged with the Carpad product.
16. Periodically review, at set intervals, the company situation regarding FSQ, verifying the effectiveness of the corrective measures previously taken and identifying any new preventive measures to achieve the goal of continuous improvement of products / services / resources related to it.
17. Spreading the awareness that all organisational behaviours are debatable by anyone, in order to improve them, but that no one can set their own rules without informing the managers and the organisation as a whole.

### **6.1 - Quality objectives**

The objectives that the management sets itself in order to fulfil its policy are:

- the improvement of duties and responsibilities within the organisation;
- monitoring of the most relevant company processes, in order to derive performance indexes suitable for defining annual improvement policies, which can be reviewed or modified during the Management Review (see in this FSQM Section 6 - "Planning" and the "Objectives sheet" attached - M6\_2/Add. 1);
- compliance with the laws in force in terms of product, personnel and environmental safety;
- maintaining its own Quality System in compliance with UNI - EN - ISO 9001:2015 standards.

### **6.2 - Management undertakings**

The Company Management undertakes to

- provide the necessary resources in terms of means and personnel;
- promote, support and spread the culture of food safety and quality at all company levels, increasing the professionalism of employees and collaborators and raising awareness of continuous improvement;
- encourage all actions that lead to the prevention of problems;
- consider this Manual as an effective working tool and to observe and enforce the procedures to which it refers;
- disseminate the contents of its policy.

### **7.0 - Distribution**

The Management supports and promotes the Food Safety and Quality Policy at all company levels, as formulated in the points indicated above, for the pursuit of the set objectives, raising awareness and involving all the personnel through meetings and communications.

The Food Safety and Quality Policy document must be disseminated and communicated to all levels of the organisation: to achieve this aim, the document will be posted as a permanent document on company notice boards.

### **8.0 - Revision**

The Management proceeds to periodically evaluate the document, in order to

- ensure that the FSQ Policy is appropriate to the organisation's purposes;
- define and review FSQ objectives;
- ascertain its continuing suitability, adequacy and effectiveness over time.