

For many years WIZ chemicals S.r.l. has implemented, kept active and certified an Integrated Quality and Environment Management System in compliance with ISO 9001 and ISO 14001 standards to achieve and maintain the satisfaction of all those involved. The Biotechnology Division has achieved Food Safety certification according to Codex Alimentarius and is implementing ISO 22000 certification. To ensure business continuity, our General Management is committed to:

- defining the organisation's context and all those involved;
- having a risk-based approach to evaluating risks and opportunities;
- exercising and promoting leadership at all levels of the organisation;
- ensuring the attention of all who work with/for our organisation towards the importance of satisfying the needs and expectations of stakeholders;
- improving awareness of the life cycle of our products, from their design to their disposal;
- through appropriate plans, promoting communication within and outside the company;
- ensuring compliance with applicable laws and regulations and all agreed requirements;
- pursuing the continuous improvement of our environmental performance and the satisfaction of customers and all involved;
- protecting and respecting the environment;
- ensuring the production of legal, safe and top-quality products compliant with HACCP rules for food safety in food technological adjuvants production;
- providing, through this policy, a framework for defining specific objectives and targets for quality and environment;
- communicating this policy to employees and to all those who work on behalf of the Company;
- ensuring the understanding of this policy and its periodic review, as part of a management review meeting, to ensure its effectiveness;
- ensuring effective internal audits to remove and, if possible, prevent any non-compliance.
- ensuring employees awareness regarding their responsibilities relating to food safety and product quality, through specific training and education sessions
- spreading quality and food safety culture among employees

#### Internal Policy

To implement these commitments, our management will:

- assign clear tasks and responsibilities;
- maintain the involvement and motivation of all staff;
- in the perspective of the process approach, emphasise the importance of teamwork to pursue the set goals;
- encourage risk assessment in individual processes by every process owner;
- provide actions aimed at improving the professionalism and awareness of staff;
- guarantee a safe working environment;
- stimulate the signalling of areas of possible improvement of the environment and work schedules;
- require from all staff the most scrupulous respect of the law, of our procedures and operating instructions, and of established company regulations;
- handle waste properly;
- limit, whenever possible, waste of resources and environmental impact;
- monitor and optimise processes to limit and prevent non-compliances.
- planning future investments for continuous improvement of all business processes involving environmental issues

External Policy

To implement these commitments, our management will:

- periodically evaluate customer satisfaction to identify strengths and weaknesses to pursue improvements;
- evaluate all environmental aspects during the whole life cycle of the product;
- prevent grounds for complaints from anyone involved and, should these occur, handle them effectively, by finding and implementing shared solutions;
- control market trends with particular reference to competitors' policies;
- make use of qualified external consultants where necessary;
- adequately involve suppliers and agents in the process of continuous improvement, by giving them information and contractual clauses to be respected;
- manage effective external communication, referring to quality and the environment;
- ensure, should complaints occur, that they are handled carefully by all involved;
- ensure transparency and communication with controlling bodies.

Dairago, February 2023

The Management