

INTEGRATED MANAGEMENT SYSTEM POLICY QUALITY, FOOD SAFETY, AND SOCIAL RESPONSIBILITY

Protagonists and innovators when it comes to offering solutions, strategies, processes, organisations and tools for communication. Focused on and centred around the Client and, as a result, around our Clients' Client, with specific emphasis on the experience they are undergoing.

With the firm wish to constantly improve quality standards, the Management has decided to implement modern management with the aim of complying with the obligation of producing safe products that are legally compliant with the specific quality and confirms its responsibility towards its clients, pursuing aims and essential principles on the subject of Quality, Food Safety, and Social Responsibility.

For this reason, the **Aims of Leaderpack s.r.l.** and the relevant **fields of application** are:

- To comply with the binding applicable voluntary requirements on the subject of Quality, Food Safety, and Social Responsibility;
- To guarantee design, manufacture and delivery processes for products/services that are suited to their capabilities and resources, with constant attention to binding standards and Client requirements, as well as to the changes imposed by continuously developing markets;
- To continuously improve the Integrated Management System in order to take on board and fully satisfy the needs and expectations of the different parties involved.
- To keep its activities under control in order to prevent any form of environmental pollution and, at the same time, guarantee respect for the environment, inside and out;
- To raise awareness of all personnel involved with regard to the developments in the integrated management system;
- To pay attention to skills, professionalism and satisfaction of the human resources involved in the processes that constitute, both upstream and downstream of same, a constant reference for the quality provided to and perceived by the Client;
- To minimise the risks of interrupting or slowing down the provision of its services;
- To boost Client trust as well as that of all stakeholders, to safeguard their reputation and protect the personal data of all categories involved;

- To satisfy Client requirements, binding requirements and requirements pursuant to information security.
- To optimise internal and external communication processes regarding the production processes, quality, food safety and traceability of the products provided and compliance with ethical and social values.

The **Food Safety Policy** is divided into the following points:

- HR management philosophy: the Company is committed to circulating its Food Safety and Quality aims and programmes within the company and for this purposes, it intends to delegate responsibility to the required levels, training and raising awareness among co-workers about their active role in achieving company aims;
- Assessment of Client needs: these requirements are assessed, also in consideration of the use of in-house and external resources in relation to the period of activity;
- Assessment of execution methods: internal availability is constantly checked, proposing the most suitable solutions;
- Acceptance of improvement proposals: Customer satisfaction is checked regularly to identify any weaknesses through the reception and recording of complaints and suggestions for improvement in order to remedy any problems and improve service in line with explicit and implicit needs;
- Understanding and implementation of the Policy: during internal inspection checks, performed at regular intervals, checks are made to ensure that all positions involved support and apply the food safety policy correctly;
- Guarantee of food safety and excellent quality: the Company undertakes to guarantee food safety and the search for excellent production quality through the management of the system, prerequisite programmes, definition and application of self-assessment plans for health and hygiene according to the HACCP method, staff training for those in processing, careful selection of suppliers, controls of incoming raw materials and throughout the flow of the production process;
- Improvement to internal and external communication: the goal is the continued improvement of communication through constant monitoring of the information requests by in-house staff and external bodies, and through external communication of the aspects concerning security and the traceability of products.

The **Social Responsibility Policy** is divided into the following points:

- Considering employees as a strategic resource, guaranteeing respect for their rights and promoting personal and professional development; considering suppliers as partners, not only for the implementation of activities but also with regard to social responsibility; considering clients as a successful element for Leaderpack s.r.l., working not only to satisfy their needs but also in full compliance with the rules of social responsibility;
- Adopting and ensuring compliance with practices and behaviours defined in current standards and principles of respect for the values of social responsibility, working in such a way as to prevent individual behaviour that can cause problems or difficulties that are unacceptable in law, the public spirit, and a sense of responsibility; the identification of any unsuitable situations will involve the immediate reaction of the Company to identify and implement solutions that will prevent any re-occurrence;
- Taking responsibility towards all interested parties in order to ensure respectful relationships, clear and transparent communication, fair competition, willingness to accept suggestions, proposals and if necessary, complaints.
- Regulating the relationships with and between employees through behavioural practices that are observed at all levels, in compliance with the principle of equality, preventing all forms of discrimination with regard to the plurality of human resources, guided by a spirit of collaboration and of bringing their skill sets into the company's activity;
- Making choices, assessments and evaluations of human resources with reference to professional and personal qualities, based on objective criteria, applying principles of fair pay and professional development, access to training and qualifications, and where possible, promoting working hours and conditions that aim for the best conciliation between work and family;
- Guaranteeing freedom of association, placing particular importance on negotiation with management;
- Choosing suppliers, subcontractors, independent contractors and collaborators without discrimination or preconceptions and favouring - especially in ongoing and recurring relationships - suppliers able to guarantee the necessary reliability and ability to correctly meet the obligations undertaken both towards the Client and the company; suppliers are required to sign a commitment to comply with regulations and specifically, the willingness to improve and to share the provisions of the Standard SA8000 considering - in addition to the level

of specific pertinence - the evidence of correctness and serious conduct, and commitments undertaken for social responsibility;

- Basing relationships with institutions, stakeholders, supervisory bodies, etc. - representing Clients, control or guidance bodies and stakeholder exponents - on integrity, correctness and collaborative spirit .

To consolidate this line of conduct, the **Management of Leaderpack s.r.l.. undertakes** to:

- Use developed technologies and means with a low impact on the environment, respecting the area, food safety, human dignity, and public health;
- Constantly monitor all of the activities that can influence product quality and traceability in general, as well as those that can only indirectly impact the guarantee of quality and food safety;
- Promote responsibilities and awareness among Administrators, employees and collaborators, involved at all levels in Company activities, through suitable information and training programmes in order to obtain their cooperation in the implementation and maintenance of the Integrated System;
- Select suppliers who respect their legal obligations, guarantee maximum quality standards, demonstrate attention to the environment, and provide maximum food safety levels, and who are proactive stakeholders in the field of social responsibility.
- Pursue continued improvements to all processes, without neglecting interconnection and functional links between the different company areas, gradually reducing the environmental impact connected to the development of their activities;
- Regularly re-examine the policy, the application of the Policy itself and the Integrated Management System, and also regularly check the achievement of aims;
- Appoint a Resource who can have responsibility and authority to ensure the conformity of the Integrated Management System and who can report back to the upper management on the performance of the System itself;
- Guarantee that the Policy is appropriate for the purposes of the organisation and production sites; communicated, understood, implemented, and maintained at all levels of the organisation, including through continued quality awareness and culture; re-examined on a regular basis for the purposes of checking consistency with company behaviour, actuality, and continued suitability for

the certification schemes subscribed; supported by strategic plans, management of resources, defined activities, and measurable targets;

- Document the Company's performance regarding all of the requirements of the Standards identified, including through the communication of results in house and to the social parties concerned.



The commitment undertaken by Leaderpack s.r.l.. towards **Social responsibility** within its own Integrated System is a signal of professional correctness and awareness of responsibility as part of the economic and social community.

The Company undertakes to adopt consistent behaviour and company policies inspired by sharing and respect for cultural, ethical, and social values, with the aim of working towards continued improvement in working conditions, excluding child labour, combating any form of discrimination, and promoting positive equal opportunity actions.

Leaderpack s.r.l.. undertakes to respect and promote, throughout its supply chain, all requirements for fundamental rights at work: the Company and suppliers must keep in due regard the rights and obligations set down in national law; they must not use child labour they must abolish all forms of forced and obligatory work; they must ensure that there is no discrimination in the matter of employment and profession; they must respect freedom of association and the right to collective bargaining; if requested, they must provide objective evidence to prove compliance with the aforementioned points.

The Directors, employees, and all collaborators of Leaderpack s.r.l.. must be inspired by the principle of diligence and correctness, the basis for the conduct put in place as part of the working relationship, involving them in the first person, in the execution of the purposes of the Integrated Management System.

This policy is integrated with other company strategies to improve productivity, profitability, reliability and image.

The Management of Leaderpack s.r.l. annually sets improvement aims against which to measure its performance and the validity and effectiveness of its Integrated Management System, making suitable means and resources available.

Improvement opportunities are sought out and assessed with the utmost attention by Leaderpack s.r.l.. and everyone is invited to provide suggestions for improvements.

Sona (VR), 2nd January 2023



LEADERPACK S.R.L. Direzione Generale
Emmanuel Fosenu B



LEADERFORM
GROUP CONTROLLER & IMS MANAGER
Iacopo Mazzi
Iacopo Mazzi