

## QUALITY AND FOOD SAFETY POLICY

Guala Closures aims at maintaining and strengthening its market leadership in the production of closures (for spirits, wine, water and other non-alcoholic beverages, olive oil and condiments) while committing to sustainable development in full compliance with ethical and social requirements, product quality and food safety requirements, occupational health and safety and environmental protection.

In this regard, the **quality** and **food safety policy** of Guala Closures is based on the principles listed here below.

- To identify and fulfil compliance obligations; that is, the applicable quality requirements (Customer expectations) and the applicable food safety requirements (statutory and regulatory, international and national, requirements and any additional requirements mutually agreed with the Customers).
- To protect Clients' property; that is, confidential treatment of information and data exchanged with Clients and protection of trademarks in production in order to safeguard their integrity and prevent their misuse.
- To pursue customer satisfaction; that is, proactively understand and support their needs, communicate and undertake effective corrections in case of reports of anomalies or complaints, share technological knowledge to ensure and improve the efficient use of products, establish improvement objectives and KPIs to objectively measure performance.
- To assess risks or opportunities regarding quality and food safety of the products and communicate them to the interested parties (internal and external) in order to prevent undesired effects or establish improvement objectives.
- To develop production processes and operational activities that meet good manufacturing practices (GMP), in order to guarantee the quality, hygiene and cleanliness of the products.
- To guarantee the availability of specific skills and promote the professional growth of workers, through staff training and involvement activities.
- To involve suppliers in order to optimize the choices of raw materials and production processes and guarantee quality, hygiene and food safety of products.
- To use effective communication channels in order to inform and make aware all workers of Guala Closures and third-party companies or suppliers of services and products, on constraints and requirements on quality and food safety within the supply chain.
- To analyse the causes of efficiency losses in production activities and monitor complaints from Customers and any other party concerned, in order to identify corrective and improvement actions.
- To apply the concept of continuous improvement as a basis for each activity and set KPIs in order to measure and improve the output of processes, in line with the targets of Guala Closures.

Responsibility for quality and food safety management, as well as the achievement of related objectives, lies within the entire company staff, which shall collaborate according to individual duties and competences, in meeting the principles set out above.

To this end, this document is disseminated to all Guala Closures employees and, through the Website and/or other communication channels, to external interested parties and to anyone who may request it.

These principles are common to all Guala Closures plants. Each B.U. General Manager and each Plant Manager shall understand, communicate and apply them to its organisation, while establishing, implementing and verifying adequate measurable objectives in line with the Group sustainability programme.

*Mauro Caneschi*

(Chief Executive Officer)

