

QUALITY AND FOOD SAFETY POLICY

Millbo considered it essential to have a Quality and Food Safety Management System in order to better relate to its customers and guarantee a level of quality and safety for its products appropriate to the expectations of customers and consumers. In this sense, a management system has been adopted to guarantee customer satisfaction, the reduction of risks, and the dangers associated with the product, based on compliance with regulations and experience gained over many years of activity.

Millbo believes that the culture of Quality and Food Safety can only be achieved and maintained by following practices and procedures developed through risk analysis, staff training and the sharing of good hygiene practices.

The Management establishes the company's strategies and objectives with the involvement and sharing of people and ensures their realization (Leadership).

To this end, the Management:

- communicates to the staff the importance of satisfying all the requirements of both the customer, both the applicable mandatory ones, and those defined by the company itself;
- assumes the responsibility of applying an effective Quality and Food Safety Management System;
- establishes the policy for Quality and Food Safety;
- defines the objectives for the quality of the organization and business functions;
- ensures the integration of quality system requirements into processes
- implements a *risk-based thinking* system;
- carry out management reviews;
- ensures the availability of adequate human resources, ensuring the appropriate training and training, and material;
- promotes continuous improvement.

For what has been said above, the company has as its objectives:

- guarantee a level of quality and food safety appropriate to the use and expectations of its customers, developing its commitment to the internal organization of business activities to respond efficiently and effectively to the needs of its customers, constantly evaluating the level of satisfaction in compliance with the contractual commitment;
- evaluate and qualify suppliers of products and / or services considered strategic for quality and critical for food safety, setting up a relationship of mutual trust and collaboration with these suppliers;
- pursue the process of continuous improvement of management systems;
- carry out control over business processes through their monitoring and guarantee the quality and authenticity of the product offered;
- improve the corporate image inside and outside the organization;
- promote training and training activities regarding the requirements applicable to the UNI EN ISO 9001:2015 standard, the FSSC 22000 (UNI EN ISO 22000:2018) and the BRC GLOBAL STANDARD for Food Safety, ensuring the full implementation of what is described in the documentation of integrated management systems on Food Safety and Quality;
- involve the staff of the organization at all levels for information, training, discussion, proposals, awareness and verification of improvement of the Quality and Food Safety offered;
- commit all staff to guarantee the defined level of quality and to maintain hygienic conditions such as not to expose the products to any risk of contamination;
- improve the transmission of communications and information on topics concerning Quality and Food Safety throughout the supply chain;
- maintain an internal traceability system in order to ensure the availability of product-related information;
- improve the quality of controls;
- promoting a culture for food quality and safety.

The Management also undertakes to use all the information coming from the monitoring activities both inside and outside the company in order to continuously improve the effectiveness of its quality and food safety management systems.

The Quality and Food Safety Policy set out in this document provides for periodic communication to all employees in order to create the best conditions for understanding the guidelines for Quality and Food Safety that the company periodically intends to define.

The Management undertakes a formal commitment that what is stated in this Quality and Food Safety Policy is communicated to all company levels through training and training activities on the requirements of the UNI EN ISO 9001: 2015 standard, the FSSC 22000 (UNI EN ISO 22000: 2018) and the BRC GLOBAL STANDARD for Food Safety, through the involvement of all staff stimulating them to improve communication.

The Management undertakes to review this Policy at least once a year.

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Millbo S.r.l.

MILLBO S.r.l.
Via Bellaria s.n.
28069 Trecede (NO)
Tel. 0321 795921
CF/P.IVA IT06941560960