

QUALITY POLICY

This document sets out the general guidelines and objectives to strive for a continuous improvement of the services guaranteed to customers and for a constant and lasting growth of the company.

The principles that must guide the work of DIEMME FOOD S.r.l. are the following

- **COMPLIANCE WITH CUSTOMER REQUIREMENTS AND INTERESTED PARTIES**

It is of fundamental importance that what is explicitly agreed with the customer at contractual level is respected in all the foreseen forms.

It is equally important to perceive all the implicit requirements and those established by the interested parties as public bodies to guarantee a complete and professional service to the customer.

- **CUSTOMER SATISFACTION**

The company growth is mainly due to the satisfaction of the customer who must perceive the added value guaranteed by the company and by the staff of DIEMME FOOD S.r.l.

To this end, the commercial area and the General Management primarily monitor the progress of the satisfaction perceived through direct contact with the customers' contacts.

To this end, it was also decided to implement and maintain a constantly active Quality Management System compliant with the requirements of the international standard ISO 9001 that provides the data necessary for the control of the services and products supplied.

- **THE SATISFACTION OF ALL STAFF**

The management of all the resources involved in the company's operations considers the human factor fundamental. All staff are informed about the company's objectives and everyone's involvement in achieving them is the company's basic principle.

- **CONTINUOUS IMPROVEMENT**

The General Management has made the principles of quality its own for continuous improvement. The desire to obtain an increasingly high quality standard of the service, the continuous updating of the machinery and the use of increasingly cutting-edge technologies, the continuous training of personnel, the availability and absolute rigor in the promptness in solving any problems are the factors on which DIEMME FOOD Srl establishes its own quality management system.

Continuous improvement inevitably passes through an analysis and management of the risks that affect the business and that the general management monitors in order to undertake the most appropriate growth paths.