

## Quality and Food Safety Policy

**SERUM ITALIA** believes that a culture of Quality and Food Safety can be achieved and maintained only by following practices and procedures developed through risk analysis, staff training and the sharing of good hygiene practices. To this end, a management system has been adopted that is suitable for ensuring customer satisfaction, based on compliance with regulations and on the company's *know-how*. Furthermore, the assessment of the reduction of risks and hazards associated with both the production and the management of liquid and powdered semi-finished products is fundamental.

To pursue corporate effectiveness and efficiency, continual improvement and Customer satisfaction, **SERUM ITALIA** relies on its strengths to achieve macro-objectives, such as:

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <p><b>Maximum commitment to ensuring the quality and food safety of the finished product through:</b></p> <ul style="list-style-type: none"> <li>• The definition of a set of PRPs, OPRPs and CCPs established following a careful hazard analysis.</li> <li>• Accurate recording and management of monitoring results;</li> <li>• The competence and continuous documented training of the personnel involved;</li> <li>• The involvement and two-way internal communication of personnel at all levels, promoting information, training, discussion and proposals to increase awareness of their role, duties and the consequences of non-compliance with the rules, as well as prompt reporting of anomalies.</li> <li>• Careful selection and constant control of the raw materials used;</li> <li>• The evaluation and qualification of suppliers of products and/or services considered strategic for quality and critical for food safety, establishing with such suppliers a relationship of mutual trust, communication, transparency and collaboration;</li> <li>• State-of-the-art infrastructure and measuring instruments;</li> <li>• Commitment to continual improvement;</li> <li>• Increasing customer satisfaction by optimizing external communication channels with customers;</li> <li>• Interactive communication with all actors in the food chain (suppliers, customers, external bodies and other interested parties) to ensure the immediate exchange of relevant product-safety information.</li> <li>• Analysis of the context and of the needs and expectations of interested parties;</li> </ul> |
| 2 | <p><b>Commitment to compliance with all product and process regulations applicable at both national and EU level, through:</b></p> <ul style="list-style-type: none"> <li>• Periodic audits and advice from external professionals;</li> <li>• Certification of its management system;</li> <li>• The "Risk Based Thinking" management approach;</li> <li>• The promotion of training and instruction activities concerning the requirements applicable to the UNI EN ISO 9001:2015 standard and to the FSSC 22000 standard (UNI EN ISO 22000:2018), ensuring full implementation of what is described in the documentation of the integrated management systems for Food Safety and Quality;</li> <li>• Proactive and transparent external communication with the Competent Authorities, control bodies and certification bodies, ensuring maximum cooperation and the compliance of the information exchanged.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3 | <p><b>Business strategy aimed at an international market through:</b></p> <ul style="list-style-type: none"> <li>• A careful study of the regulations in force in the countries of export.</li> <li>• Adaptation of external information and communication flows to meet the customs, labelling and food safety requirements of the different international markets.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

For the implementation, development and maintenance of a Quality and Food Safety management system, Management undertakes to assign adequate resources and responsibilities to the entire organization, also implementing prevention and control of training and organizational effectiveness.

**SERUM ITALIA**, with a view to continual improvement, uses UNI EN ISO 9001:2015 and FSSC 22000 (UNI EN ISO 22000:2018) as reference models.

This Policy is communicated, disseminated and explained to all internal personnel by posting it on the company notice board, so that it is understood and supported at every level. It is also made available and shared externally with all interested parties by publication on the company website.

This policy is reviewed annually during the Management Review.

