

	<h2>Quality Politics</h2>	<p>MQ All. 05 <i>Rev. 02</i> Pag. 1/3</p>
---	---------------------------	--

VOLCKE AEROSOL ITALY S.R.L aims to be recognised by its customers as a supplier of excellence, providing exceptional products and services while fostering trust, collaboration, and synergy in our relationships. To realise this commitment, VOLCKE AEROSOL ITALY S.R.L has implemented an Integrated **Quality Management System** compliant with the requirements of voluntary standards such as BRC-IFS Food, UNI EN ISO 13485, UNI EN ISO 22716, and IFS-HPC, along with relevant regulations, to ensure the safety and quality of our food, cosmetic, and medical device products, ensuring compliance with legislative, environmental, and ethical obligations.

The quality policy of VOLCKE AEROSOL ITALY S.R.L centres on the principles of transparency, reliability, and innovation, guided by the following core values:

Compliance with Laws

We adhere strictly to mandatory and voluntary regulations governing cosmetic products (Regulation (EC) no. 1223/2009), medical devices (Dir. 93/42/EEC, Regulation (EU) 2017/745), and food products (referenced in the Food Quality Manual), ensuring legal compliance in all aspects of our operations.

• Integrity and Product Assurance

VOLCKE AEROSOL ITALY S.R.L is guided by principles of social responsibility to safeguard the interests of customers, suppliers, and other stakeholders by ensuring transparency in its conduct. This commitment is upheld through:

- ❖ Consistently satisfying customer needs by delivering products that meet expectations and technical specifications.
- ❖ Secure storage and control of customer data, including product requirements and intellectual property.
- ❖ Prompt communication of any process or product changes, as well as addressing any issues that may arise, thereby impacting the defined requirements between parties.
- ❖ Timely management of requests, complaints, and emergencies to ensure swift resolution.
- ❖ Providing product sampling and batch records containing comprehensive information about the respective production.

• Sustainability

At VOLCKE AEROSOL ITALY S.R.L, we are committed to conducting our activities with utmost consideration for environmental protection. As part of this commitment, we have adopted sustainable practices, including:

- ❖ **Completely Recyclable Packaging:** We prioritise the use of packaging materials that are entirely recyclable, minimising our environmental footprint and contributing to the circular economy.
- ❖ **Renewable Energy Sources :** In line with our dedication to sustainability, we exclusively utilise electricity sourced from renewable sources. By embracing renewable energy, we strive to reduce our reliance on non-renewable resources and mitigate our impact on the environment.

Furthermore, we maintain a culture of constant awareness among our staff regarding waste management and energy conservation. Through ongoing education and training initiatives, we empower our team members to actively contribute to our environmental sustainability efforts.

• Innovation

VOLCKE AEROSOL ITALY S.R.L is highly attentive and responsive to the evolving landscape in which it operates, consistently striving for improvement and advancement. This commitment to innovation is evident through:

- ❖ **Research & Development:** Continuously enhancing product characteristics and exploring new formulations to meet evolving market demands.

❖ **Legislative Engagement:** Actively collaborating with national and European institutions to contribute to the development and review of sector regulations, ensuring compliance and fostering industry progress.

❖ **Procedural Enhancement:** Constantly improving processes and products through rigorous risk analysis, optimising efficiency and effectiveness.

❖ **IT Integration:** Implementing cutting-edge management software to automate company processes for Quality Policy MQ Annex 05 Rev. 02 Page 2/2.

• Infrastructure Enhancement

VOLCKE AEROSOL ITALY S.R.L is dedicated to furnishing suitable facilities and equipment for its planned operations. Annually, subsequent to comprehensive site inspections conducted during internal audits, the Regulatory Quality (RGQ) team presents any identified improvement plans to the attention of the Corporate Quality Management (CMQ). This proactive approach ensures that any necessary enhancements to infrastructure and resources are promptly addressed, aligning with the company's commitment to operational excellence and regulatory compliance.

• Human Resource Development

At VOLCKE AEROSOL ITALY S.R.L, we recognise our human resources as our most valuable asset in accomplishing our objectives. We are committed to upholding their rights, investing in comprehensive staff training to nurture individual professional growth, fostering a culture of accountability and inclusion. Our practices adhere strictly to the data processing regulations outlined in EU Reg. 2016/679. Moreover, we prioritise the provision of a safe and healthy work environment, aligning with the standards set forth in Legislative Decree. 81/2008 and subsequent updates of Legislative Decree. 106/2009.

At VOLCKE AEROSOL ITALY, management recognises the paramount importance of staff involvement and empowerment in fostering a culture of food and cosmetic safety. To this end, we place significant emphasis on targeted training initiatives and group activities designed to facilitate the sharing of operational insights and the identification of any deviations. In our commitment to ensuring the safety and quality of our food products, we have established the following protocols:

❖ **Non-Usage of GMOs:** We strictly adhere to a policy of non-GMO ingredients, sourcing raw materials that are free from genetically modified organisms (GMOs), thereby upholding the integrity of our products.

❖ **Allergen Management:** Through the rigorous application of Good Manufacturing Practices (GMP), we meticulously manage allergens to minimize the risk of cross-contamination. Additionally, VOLCKE AEROSOL ITALY pledges full transparency by disclosing all allergenic ingredients used in our products to our customers.

❖ **Guarantee of Food Safety :** Our commitment to food safety is upheld through the implementation of comprehensive health and hygiene risk analysis, meticulous control of critical points, and strict adherence to Good Production Practices (GMP).

By prioritising staff involvement and empowerment and adhering to stringent safety protocols, VOLCKE AEROSOL ITALY ensures the continued integrity and quality of our products, earning the trust and confidence of both customers and stakeholders.

VOLCKE AEROSOL ITALY S.R.L. prioritises the coherence of communication processes regarding the company's activities, ensuring the effectiveness and accuracy of the Quality Management System application. This information is conveyed through hierarchical channels, cascading from functional managers to team members, as well as through horizontal dissemination. Horizontal communication takes various forms, such as recorded meetings or notices displayed prominently on the notice board.

The Management at VOLCKE AEROSOL ITALY S.R.L takes personal responsibility for defining and implementing a robust quality policy, prominently displayed within the company premises for easy reference. This policy undergoes comprehensive training sessions for all staff members involved in our organisational activities, ensuring it is fully understood and embraced by all. Moreover, the Management outlines specific roles within the company directly responsible for the effective execution of the Quality Management System, ensuring the provision of adequate resources to meet set objectives. Each process

	<h2>Quality Politics</h2>	<p>MQ All. 05 <i>Rev. 02</i> Pag. 3/3</p>
---	---------------------------	--

activity is carefully assigned a designated responsible individual and their backup, ensuring accountability and continuity in operations.

Fiesco, approved on 20/02/2024

The Management