

Aiming to enhance the technological and qualitative characteristics of its products and ensure full customer satisfaction, MARTINI SPA has adopted a Quality Management System based on the international standard UNI EN ISO 9001/BRC/GOTS. This entails the continuous commitment to implementing and improving a business management system that takes into account and satisfies a diverse set of requirements, consisting of:

- Requirements of the UNI EN ISO 9001:2015/BRC Consumer standard edition 4/GOTS;
- Legal requirements regarding staff, equipment, work environment and ethics;
- Mandatory regulatory requirements applicable to the organization's context and products;
- Product certification requirements requested by customers.

Quality must be understood as a corporate value that everyone identifies with, while the tools provided by the management system must be considered as supports to improve one's work.

By implementing a Management System, MARTINI SPA aims to strengthen its market position in Italy and disseminate its products all over the world, supplying products that can fully satisfy the customer's expectations. To fully satisfy the requirements and any further requests of customers, the company has adopted a Management System that ensures maximum added value to the business processes. It strives for the continuous improvement of methodologies and technologies, while enhancing human resources through understanding and developing individual skills and acquiring new ones. Always staying up to date with regulations ensures constant compliance with mandatory requirements.

In order to fulfil the objectives of the corporate Quality Policy, the Management establishes the following:

- Products must constantly be improved and developed while ensuring that high levels of reliability and quality are maintained.
- We must demonstrate our availability, manage customer requests competently, and use all the necessary tools to expand the number of those who rely on our company to fulfil their needs.
- The General Management of Martini Spa is directly responsible for the Quality Management System and undertakes to periodically set the concrete and achievable objectives specified in the "Management Review", to make available all resources (human, technical and financial) necessary to pursue the above objectives and verify their achievement through the system review tool.
- The organization has defined a system of Self-Assessment and Best Working Practices to ensure hygienic working and environmental conditions, and it undertakes to keep it applied and updated;
- A high level of employee satisfaction must be maintained by cultivating maximum loyalty and a sense of responsibility, encouraging the staff to develop their technical and organizational aptitudes and skills;
- The organization carries out and reviews the assessment of the context and of the concerned parties, as well as the related risk and opportunity assessment.

The organization has defined the following Ethics policy and is committed to:

- ensure that the Management handles the aspects of Social Responsibility;
- provide the technical, economic and professional resources necessary so that the objectives of the Social Responsibility Policy, defined in this document, are fully achieved;
- monitor compliance with social criteria and implement the necessary measures;
- inform company staff, in the local language, about the content of the minimum social criteria and any other related information provided by the GOTS;
- keep records of name, age, hours worked and wages paid for each worker;
- allow company personnel to appoint their own representative for Social Responsibility issues, who can interact with the Management on the state of implementation of and compliance with the social criteria;
- record and handle the complaints of company personnel or third parties relating to the organization's compliance with social criteria and keep records of any corrective action taken;
- refrain from using employment terminations or other forms of discrimination against workers who provide information relating to compliance with social criteria.

This Policy is disseminated at all levels and it is everyone's responsibility to actively collaborate, as far as they are concerned, to improve the above aspects.

Through subsequent audits, the organization guarantees that this policy is understood and implemented and that the stated objectives are pursued.

The management of Martini Spa undertakes to ensure that the guidelines set out here are disseminated and assimilated by all the staff operating at the various levels, using all the activated internal communication tools.