



COMPANY POLICY

IP INGREDIENTS SRL has adopted a quality and innovation policy as strategy for pursuing its improvement goals, including the research and development of new products, aimed at implementing stakeholder satisfaction.

The Management's commitment is to guarantee the highest product quality and maximum flexibility in deliveries, promoting the research and development of new products for the market, aiming at organizing processes according to operational practices with which the company intends to distinguish itself, and ensuring compliance with ISO 9001:2015 standards and those relating to the mandatory requirements to which its activities are subject.

The pursued goals are essentially work organization, customer satisfaction, research and development of new products (R&D) and compliance with laws and regulations. Considering therefore the company management system as significantly strategic, the MANAGEMENT:

- a) Takes responsibility for the effectiveness of the quality management system;
- b) Ensures that the quality policy and goals for the quality management system are established and that they are compatible with the organization's context and strategic direction;
- c) Ensures that the requirements of the quality management system are integrated into the organization's business processes;
- d) Promotes the use of the process approach and risk-based thinking;
- e) Ensures the availability of the necessary resources for the quality management system;
- f) Communicates the importance of effective quality management, and compliance with the requirements of the quality management system;
- g) Ensures that the quality management system achieves its intended results;
- h) Actively involves, guides and supports people to contribute to the effectiveness of the quality management system;
- i) Promotes improvement;
- j) Provides support to other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

The Management verifies, promotes and disseminates the results of any improvement activity and research and development projects for new products in line with the corporate objectives and reference standards with the involvement of the entire organisation through objective analysis, measurement and procedural tools. It considers fundamental that all levels of the organisation are permeated by values such as:

- respect and politeness towards customers, suppliers and employees
- correctness of information
- readiness to understand requests

Staff satisfaction depends on the achievement of goals that define the path to improvement; the active and collaborative involvement of resources is therefore the lifeblood of company operations and the harmony of the actions undertaken.

The company's mission is to represent a significant reference point for the sale and development of food additives and ingredients by pursuing a WIN-TO-WIN strategy with the customer, satisfying special requests through product quality and speed in order processing times.

IP INGREDIENTS SRL will therefore document the achievement of goals, including those related to research and development, by implementing the principles governed by the reference standard ISO9001:2015