

GROUP POLICY FOR OUR MANAGEMENT SYSTEMS




This EPTA Group policy is approved by:
Marco Nocivelli
Chairman & CEO

EPTA – specialises in the **production, sale, installation and servicing of refrigerated cabinets, refrigerated coldrooms, packs and systems** – it is a model of excellence for food distribution, capable of creating and putting into action flexible solutions, tailored to the customer's specific needs.

Epta's vanguard selected Management team, led by the Group's owners, is committed to sustainability, reliability and quality in terms of technology and safety, competence and the growth of its employees.

The Group and its leadership are fully committed to the Certified Management Systems and its success and hold themselves personally accountable for the effectiveness of the policy. They also ensure that policy and objectives are established for Management Systems that are compatible with the context and strategic direction of the organisation.

Epta Group's sites have all the technical and human resources needed to strengthen, analyse and continually improve the Management Systems in order to achieve our aims and objectives, which are the following:

1. To maintain close attention the Organisation's context, acting positively towards internal and external issues, Interested Parties, their needs and their expectations.
2. To promote and develop a good working relationship with our customers to be able to identify, solve and prevent the reoccurrence of any problems that may arise. At the point of release, we ensure all products conform to customer requirements and that our measuring and monitoring equipment stays calibrated.
3. To provide, within the boundaries of the specifications, products and services that incorporate the latest and most innovative solutions while complying with quality, reliability and safety requirements.
4. To respect and meet current legislation and other requirements that affect our business and our products, to care for our workers and commit to providing safe and healthy working conditions whilst respecting the environment at all times.
5. To identify, analyse, evaluate and review our processes, risks and nonconformities and find best practices for continuous improvement.
6. To manage all aspects linked to environmental issues. To take the necessary measures in order to prevent and reduce pollution and CO₂ emissions on a local and global level. To apply the latest and most innovative energy solutions in order to reduce consumption both at our sites and for our products.
7. To identify training needs ensuring, at every level of the organisation, provisions of sharing the necessary knowledge and skills, demonstrating a clear commitment to the consultation and participation of our workers and of workers' representatives.
8. To work in co-operation with external providers. We expect the highest standards of conduct and performance. We promote the pursuit of sustainable solutions.
9. To demonstrate the continuous improvement of Management Systems focusing on risk and opportunity, objectives and internal and external audits. To apply our work instructions and skills and to put in place our emergency plan ensuring excellent communication.
10. To guarantee the protection of personal data by collecting and processing in compliance with existing regulations.
11. That all Epta entities remain committed to inform all their employees and collaborators of this policy.