

# INTEGRATED MANAGEMENT POLICY

The Management of **ARTESANIA DE LA ALIMENTACIÓN** unconditionally supports quality, food safety, environment, energy efficiency and occupational health and safety management systems as basic principles of our business management. We make the following commitments:

- ◉ Provide our customers with safe and secure food, drink, products and services.
- ◉ Plan, implement, review and continuously improve all of our processes, ensuring their efficiency and effectiveness.
- ◉ Foster innovation and the development of new products, services, processes, marketing systems and methods of organization that allow us to optimize resources (human, economic and material) and increase our competitiveness.
- ◉ Continue to comply with, and, where possible, to go beyond, the requirements of the legislation and regulations applicable to all of our activities, as well as other requirements.
- ◉ Promote the active participation of the whole organization in achieving these principles through communication, raising awareness, teamwork and continuous training in different areas, both of our own staff and the staff of our suppliers and contractors.
- ◉ Promote prevention rather than correction in all actions. Work to achieve the management objectives that arise from this policy. Continually evaluate the performance of our processes with the aim of implementing actions designed to address risks that are detected and to make the most of opportunities that arise.
- ◉ Communicate this integrated management policy to all our stakeholders.

## QUALITY



- ◉ Know the needs and expectations of our customers, to ensure that the food and drinks we produce and the services we supply give them maximum satisfaction.

### THE SATISFACTION OF A JOB WELL DONE

- ◉ Consider customer service and technical guidance a priority in all our activities.
- ◉ Encourage lasting and stable relationships with external suppliers, to foster their commitment to and involvement in our organization.
- ◉ Guarantee the quality of the analytical services carried out in our laboratories.



## ENVIRONMENT AND ENERGY EFFICIENCY

- ◉ Promote sustainability, proximity and environmental, social and economic transparency in all our activities.
- ◉ Minimize our environmental impact through commitment to the protection of the environment, the conservation of natural resources and the prevention of pollution throughout the life cycle of our products and services.

- ◉ Promote Reduce, Re-use and Recycle actions.
- ◉ Ensure continuous improvement in energy performance by providing the necessary resources to optimize energy use.
- ◉ Support the design and purchase of energy-efficient products and services.

### RESPECTING OUR ENVIRONMENT

## OCCUPATIONAL HEALTH AND SAFETY



- ◉ Embed the prevention of occupational hazards throughout the company through integral and integrated participation in the prevention of both injuries and deterioration of health for all processes and all areas of decision.
- ◉ Evaluate risks and working conditions to improve the quality of working life of our staff.

### PROTECTING OUR STAFF

- ◉ Encourage healthy practices in our organization.
- ◉ Provide maximum protection to staff in each place of work and in activities related to safety.
- ◉ Ensure and promote the active participation of workers and support preventive management determined by responsible and manager.



## FOOD SAFETY

- ◉ Identify, assess and control food safety and security hazards throughout the supply chain.
- ◉ Guarantee the quality and safety of raw materials and promote the use of natural products.

- ◉ Ensure the hygienic design of facilities and their correct maintenance. Ensure correct handling practices are employed.
- ◉ Promote activities to prevent fraud and intentional contamination of food, as well as ensuring an adequate level of food protection.

### CARING FOR OUR CUSTOMERS