



L'ITALIANA AROMI has always been guided by ethics and responsibility towards people and towards the environment. It aims to provide its customers with quality products made using the best raw materials controlled with the most advanced technologies and QC equipment. This also happens thanks to the knowledge of the characteristics of the raw materials and of the production technologies of the finished foods

On October 22, 2020, L'ITALIANA AROMI adopted the so-called "Model 231" (Italian Law 231/2001), which is a set of operating principles and rules that must inspire the choices and conduct of all those who work for the Company; these operating principles and rules make it possible to prevent and combat the commission of crimes and to sanction any conduct contrary to the law.

In particular, L'ITALIANA AROMI's objective and constant commitment is to conduct business and corporate activities in a framework of transparency, honesty, integrity, correctness, and good faith, safeguarding the interests of customers, employees, business partners and - in general – of the community in which it operates.

L'ITALIANA AROMI applies a Quality Management System that implements the requirements of the UNI EN ISO 22000 standard, with a view to continuous improvement. Starting from the qualification of suppliers, through the precise control of manufacturing processes, to the severe control of semi-finished and finished products it is possible to obtain products of recognized quality that meet customers' expectations and comply with sector regulations.

Hence, in order to develop safe, high-quality products, we are concentrating on multiple aspects:

- Involve qualified, controlled suppliers, favouring those certified by control bodies;
- Assure rigorous and systematic checks of raw materials upon arrival, to guarantee both product quality and compliance with legal requirements
- Constant monitoring of the quality of the finished product thanks to laboratory analyses carried out with cutting-edge instrumentation, adding assistance to customers in the correct use of the products
- Maintenance of the Company's facilities, warehouses, processing areas, equipment and plants to keep them in the best cleaning and efficiency conditions;
- Continuity of the supply and production chain from producer to consumer
- Ongoing training of personnel on food quality and safety rules for professional growth as well as safe and healthy working conditions



At regular intervals, the Management reviews the results achieved by the quality management system, assessing its efficacy and consistency with the principles set out in this policy.

With this goal in mind, the Company Management is actively involved in the following:

- ❖ Report customers' expectations to both the suppliers and the in-house personnel in order to ensure the highest focus on customers' requests;
- ❖ Keep open communication channels between company management and staff, to maintain an ongoing, effective quality management system;
- ❖ Encourage operators to innovate the products offered to customers, both on the basis of their needs and by anticipating market trends
- ❖ Identify improvement areas and achieve ongoing improvement, making the required human and economic resources available;
- ❖ Act ethically with all the parties concerned – be they employees, customers, suppliers or the community – and draw up a business code of ethics;
- ❖ Make human resources at all levels fully aware of their impact on the making of healthy and safe products, in compliance with all the relevant laws and contract requirements;
- ❖ Aim for the lowest possible environmental impact in relation to resource consumption, by opting for proper organization solutions and using energy from renewable sources;
- ❖ Establish clear-cut goals with respect to food quality and safety, spreading knowledge throughout the supply and production chain, and reviewing the results obtained.

Finally, the Management undertakes to promptly implement the necessary actions so that failure to comply with these principles leads to the identification of the causes, and the adoption of appropriate corrective actions to prevent their reappearance.

This Policy is published on the company website and periodically reviewed to ensure that the principles set out therein are always in line with the legislative provisions, the reference standards, and the expectations of customers and consumers.