

The Management of **Idealfoods** has long implemented a process of continuous improvement of its quality and food safety management system, as well as of company performance, using planning, implementation, and monitoring tools in accordance with the UNI EN ISO 9001:2015 standard, under which the Treviolo (BG) site is certified by an accredited third-party body.

Idealfoods is also committed to complying with all legal requirements applicable to its products, processes, and use of resources in order to place on the market a product that is of high quality, safe, legal, and authentic, and that meets customer requirements, including through the certification of its Food Safety Management System in accordance with the Food Safety System Certification – FSSC 22000 standard.

The company objectives are aimed at:

1. Ensuring customer satisfaction.
2. Promoting employee training and motivation.
3. Aiming to achieve market share targets defined by Management.
4. Monitoring the market context and the company's competitive positioning.
5. Managing quality costs consistently with business objectives.
6. Ensuring proper management of production and storage activities to guarantee the quality, safety, and legality of products.
7. Guaranteeing site security to prevent acts of malicious contamination and sabotage.
8. Systematically verifying that the adopted Food Safety Management System is implemented, effective, and efficient over time.
9. Improving internal communication and continuously promoting a culture of quality and food safety.
10. Maintaining production and packaging facilities free from allergens.
11. Ensuring cutting-edge technologies that are always efficient and properly maintained, particularly the carob seed flour production plant located at the company site in Erbusco (BS).
12. Carefully managing waste generated by production activities and considering the impact of external factors, such as climate change, on resource availability, promoting waste reduction and responsible resource management.

Idealfoods is aware that external factors, such as climate change, can affect the availability of raw materials, operational continuity, and the economic and environmental context in which the company operates. These aspects are taken into account in planning and managing business activities, promoting responsible resource management, waste reduction, and careful waste handling, in line with the principles of continuous improvement of its management system.

The implementation of this policy requires carrying out activities and processes whose performance is monitored over time using numerical and measurable indicators; for some of these indicators, Management and Function Heads may set specific objectives.

It is essential that this policy is implemented, disseminated, and understood, and that everyone actively participates by providing suggestions and proposals for the constructive improvement of company performance.

Management undertakes to:

- Provide and develop the necessary resources, technical and infrastructural, economic, and human skills to ensure that business processes are carried out in accordance with planned activities and relevant requirements.
- Ensure a working environment that respects the safety and rights of all interested parties.
- Assist all Company Personnel in maintaining the Food Safety Management System and provide the necessary resources to achieve the identified business objectives.
- Carry out analytical control of its products as defined in the control plan, evaluating deviations from defined acceptability values, in order to ensure not only compliance with product safety and legality requirements but also consistent quality.
- Continuously seek new commercial opportunities in Italy and abroad.
- Promote a culture of food protection within the company and among collaborators and suppliers, including through the adoption of specific preventive measures against acts of malicious contamination and sabotage.

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La Direzione

Idealfoods SpA

Sede Legale/Registered office: Via Sant'Antonio Maria Zaccaria, 1 – 20122 Milano P.Iva/ Vat Number: 06702870962 REA:1908870 società per azioni a socio unico - iscritta al registro delle imprese di Milano

Uffici/Sales and Lab: via Santa Cristina 31.01 -24048 Treviolo -Bergamo phone + 39 035 200 606

info@idealfoods.it www.idealfoods.it