

## QUALITY AND FOOD HYGIENE POLICY

HALFIGER intends to guarantee in the short, medium and long term:

- full Customer satisfaction;
- the highest health and hygiene standards of the products used for food packaging;
- improved efficiency with KPI indicators;
- its image as market leader using commercial partnership;
- stabilisation of the market share gained.

To demonstrate its commitment to manufacturing hygienically safe high quality products, a Quality Management System has been adopted which complies with the requirements of standard UNI EN ISO 9001 and with the BRC Global Standard for Packaging and Packaging Materials, under the direct responsibility of Top Management, the position of Quality Assurance Manager has been introduced, granting this person the necessary authority and autonomy to ensure, in liaison with all of the company's personnel, the definition, application and update of the Quality Management System and to report any problems encountered so that opportune measures can be taken.

Similarly to companies that produce food, the health and hygiene self-control system implemented by HAFLIGER is based principally on prevention and consists of two important activities:

- identification within the production process of specific hazards that can in any way contaminate the packaging products used for foods and thus compromise their hygiene and safety;
- establish opportune preventive and control measures to guarantee the health and hygiene of packaging that comes into contact with foods.

Moreover, a Product Safety Team (PST) has been set up with responsibility for ensuring that the GMP and hygiene self-control plan are applied effectively. This team has the following main tasks:

- clearly defining the duties and responsibilities of the company's personnel and ensuring their adequate training and constant engagement in the company's quality management;
- identifying, defining and systematically controlling the efficacy and efficiency of the operating processes; that is, those necessary for the performance of the supplies and the support processes; that is, quality management, administrative and financial management, management of resources, management of commercial activities and procurement, management of materials, of their degree of compliance with the company's Quality Management System, the reference Standard and their compliance with standards, laws and binding regulations;
- in accordance with this document, defining, activating and controlling a Quality Programme by means of which short-term (annual or two-yearly) measurable objectives are defined for each company function in order to improve the quality of the products manufactured by the Company, increase Customer satisfaction and gradually reduce or eliminate factors that negatively affect the the company's results (errors, re-finishes, rejects, delays, inefficiencies, complaints, etc... ).

Top Management is responsible for ensuring and supporting the implementation of this policy and for verifying the fulfilment of same in periodic meetings with the function managers and during the course of planned and documented reviews of the quality management system. During the quality management system review meetings the quality

objectives are reviewed and new objectives for the year in course are set. To this end Top Management must also make available the necessary resources, promoting awareness and training initiatives.

Finally, all personnel are called on to contribute to the implementation of this policy and are accountable, for the area in their remit, for the correct application of the Quality Management System and the achievement of the quality objectives. Any problem that cannot be solved at the relative company function level must be reported to the Chief Executive Officer.

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