

# QUALITY, FOOD SAFETY AND ENVIRONMENTAL PROTECTION POLICY

Thanks to decades of consolidated experience, RISTOGEST has become a company specialising in the creation of innovative formats (and all related integrated services) in the fields of catering and hospitality.

Founded in 2002, it began developing its business through the management of restaurants, venues and cooking centres and then integrated banqueting and catering. Starting in 2012, RISTOGEST also focused on street food, winning a series of contracts with public and private entities for important sporting, cultural, musical and entertainment events.

The progressive specialisation in participating in tenders and calls for tenders has allowed RISTOGEST to undertake, since 2017, a gradual internationalisation and diversification of activities.

Currently, RISTOGEST, through separate subsidiaries and registered trademarks (both in Italy and abroad), manages not only catering and accommodation facilities under concession, but also retail activities in the agri-food sector.

The company's remarkable growth, evidenced by the references developed, shows how it has been possible to develop a service of excellence recognised by customers.

In order to provide the best possible service and obtain competitive advantages, as well as to pursue continuous improvement of its performance, RISTOGEST has adopted a Quality Management System in compliance with the international standard UNI EN ISO 9001 ed. 2015, as a guarantee of the work carried out.

The drafting of this policy bears witness to the commitment that stems from the Management, runs through the organisation and supports the pursuit of the set objectives.

And being an organisation that produces meals for a very diverse public, the intrinsic and primary objective of providing hygienically safe meals is certified according to another international standard, which is UNI EN ISO 22000.

The care for the environment that the company has always pursued is recognised in the certification of its environmental management system according to the international standard UNI EN ISO 14001.

**Company employees and collaborators are trained, motivated and involved** in continuous performance improvement in order to offer a wealth of knowledge and skills and to better meet the expressed and implied needs of customers and consumers.

**Suppliers and company partners share in the constant process of improvement and ensure reliable products, equipment, accessories and services** that are always at the forefront of controlled care, assistance and feeding requirements for guests and users. Together we strive to achieve more reliable services for the consumer.

The RISTOGEST management intends to pursue a policy aimed at the continuous improvement of the services provided, involving employees and collaborators, through the following actions:

- Ensure that activities are carried out in compliance with the law and with any signed regulations; in particular, ensure full compliance with laws and regulations concerning food production and the maintenance of suitable hygienic-environmental working conditions;
- plan, implement and maintain an effective Integrated System according to the requirements of the voluntary ISO/EN/UNI standards to which it adheres;
- implement every effort to prevent accidents and occupational diseases, water, air and soil pollution, minimising the consumption of the sources used and promoting correct information on their use
- use or encourage the development of new products with a low environmental impact and specific working techniques, to minimise contamination of the environment;
- maintaining appropriate conditions to help achieve hygienic, healthy and wholesome production;
- promote appropriate training programmes so that each operator increases his or her professionalism;
- define measurable objectives and targets for the evaluation of performance, through periodic analysis of the activities carried out and their subsequent confirmation or redefinition
- implement customer satisfaction programmes to monitor activities and implement actions to improve the Management System.
- have motivated and adequately trained personnel, who are responsible for their role in the company
- ensure maximum transparency in information and communication with the customer
- manage food risk or hazard situations and where necessary apply the precautionary principle
- bring out opportunities from preventive risk control
- pursue a culture of measurement for the evaluation of company performance, by systematically analysing the effects of one's own actions and consequently confirming or redefining them
- increase the company's recognisability in the market and its reputation
- focus on the choice of top quality raw materials of certified origin that respect the environment and safeguard the heritage of the national territory
- support catering that focuses on social issues through a concrete and measurable commitment
- to promote a diet that safeguards food allergies/intolerances and respects ethical choices - to guarantee environmental protection, raising the awareness of the customers served on reducing waste and safeguarding the biodiversity of food products

RISTOGEST Management ensures that the Integrated Management System is implemented and maintained at all levels and that this Policy is understood, shared, and maintained at all levels of the organisation.

The Management, supported by the Quality, Food Safety and Environment Service, undertakes to ensure that this Policy is understood, shared, implemented and maintained at all levels of the organisation.

The Management undertakes to define improvement objectives, to provide the human resources, specialist skills, technologies and financial resources necessary to implement and control the

integrated company management system, periodically verifying its level of efficiency and adequacy to the objectives through periodic reviews.