# QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM POLICY OUR VALUES

## Mission

To deliver safe, high-quality products made with artisanal care, applying the utmost rigour in selecting certified raw materials and developing fully sustainable production processes that give our customers complete confidence in the products they sell.
We preserve and develop the craftsmanship and creativity at the heart of our family business, combining this heritage with technological innovation, expertise, traceability and responsibility throughout the supply chain to create safe, distinctive products of outstanding quality.

## Vision

Creators of Wonder!
Good things are beautiful, because feeling good is a beautiful thing.
This is the image we have conveyed to the market through our products and transparent business practices.

# COMMITMENTS

CERERIA TERENZI EVELINO is committed to complying at all times with the laws and regulations applicable to its activities, as well as with the standards and requirements to which it voluntarily subscribes.
The Company also requires all employees and other people working with it to embrace its ethical, quality and environmental commitments.
Quality, environmental protection, product safety and responsibility throughout the supply chain are integral to CERERIA TERENZI EVELINO's strategy and approach to growth.

### Ethical Commitment

CERERIA TERENZI EVELINO ensures that its activities and the conduct of its personnel uphold the principles of honesty, compliance with the law, transparency and completeness of information, integrity in corporate governance and the use of resources, confidentiality of information, respect for individuals, impartiality and equal opportunities.

## Quality Commitment

All personnel at CERERIA TERENZI EVELINO are committed to implementing quality processes to identify and meet customer expectations.
"Without customers, the Company would not exist." Self-evident though this statement may be, it reminds us that our customers are the true driving force behind our business.
Understanding their needs and providing quality service are therefore central to the way we operate and provide the basis for measurable objectives that support the continual improvement of our processes and products.

## Environmental Commitment

CERERIA TERENZI EVELINO regards environmental protection as an ongoing objective and continually seeks to improve its processes and products.

The Company therefore pays close attention to the use of available resources in order to minimise its environmental impact.
To this end, everyone working within and with the Company is encouraged and given appropriate information to understand the importance of environmental issues and contribute to the Company's overall environmental performance.
The Company considers the effects of climate change and the transition towards production models with a lower environmental impact to be relevant factors in its operating context. It periodically assesses the associated risks, opportunities and expectations of interested parties.
CERERIA TERENZI EVELINO also promotes the use of increasingly sustainable materials, packaging and processes, seeking to reduce environmental impacts throughout the product life cycle. Where technically and economically feasible, it encourages circular design principles, reduced material use, reuse, recyclability and recovery.
CERERIA TERENZI EVELINO is committed to protecting the environment, preventing pollution, using resources responsibly and progressively improving its environmental performance.

# POLICIES

CERERIA TERENZI EVELINO is committed to communicating its corporate policies to everyone working directly or indirectly with the Company, as well as to all those acting on its behalf.
These policies are publicly available and provided to anyone upon request.
CERERIA TERENZI EVELINO reviews this Policy and its Quality and Environmental Management System at least annually, and whenever significant changes occur in its operating context, risks and opportunities, the needs of interested parties or applicable requirements. These reviews assess their suitability, effectiveness and alignment with the Company's strategic direction.

## Quality Policy

Through its commitment to quality, CERERIA TERENZI EVELINO aims to provide customers with high-quality products, focusing on the expectations of customers and other interested parties.
To this end, the Company has implemented a Quality Management System appropriate to the nature, scale and impacts of its activities, products and services, and is committed to:

- Striving for the highest levels of customer satisfaction.
- Complying with applicable legal and regulatory requirements.
- Defining and assigning responsibilities across all business functions, and verifying that these responsibilities are understood and fulfilled.
- Ensuring the availability of the resources, information and knowledge needed to operate and control its processes, through regular training and practical instruction that help employees understand the relevance and importance of their activities and how they contribute to achieving the established objectives.
- Motivating and involving all personnel to strengthen their awareness of the importance of their roles, and promoting shared values and appropriate behaviours that reduce the risks associated with their activities.
- Setting improvement objectives, periodically monitoring results and sharing them with interested parties.
- Identifying risks and opportunities within its operating context, reducing the causes of nonconformities and ensuring prompt, effective responses.
- Selecting suppliers whose work affects the final quality of processes and products, and involving them in achieving the Company's objectives.
- Identifying and addressing the need for technological innovation to improve the effectiveness and efficiency of processes used to manufacture products that meet market expectations.
- Ensuring systematic oversight and monitoring of applicable legislation, standards and regulatory requirements relating to products, raw materials, components and packaging, drawing on qualified internal expertise and cooperation with reliable suppliers and partners.

## Environmental Policy

Through its environmental commitment, CERERIA TERENZI EVELINO undertakes to uphold the principles of environmental protection, which are a defining feature of its commercial offering, and to pursue continual improvement.

To this end, the Company has implemented an Environmental Management System appropriate to the nature, scale and environmental impacts of its activities, products and services, and is committed to:

- Complying with both the letter and the spirit of the environmental laws and regulations applicable to its activities.
- Encouraging environmental responsibility and awareness among everyone working with the Company by providing staff training and awareness initiatives on environmental issues.
- Assessing in advance the environmental impacts of new activities, products and services, and of changes to existing ones, identifying pollution risks, including the risk of accidental pollution.
- Understanding and promoting the environmental management practices of its suppliers of products and services.
- Monitoring and, where possible, reducing water and energy consumption.
- Reducing the environmental impacts associated with energy consumption and wastewater discharges.
- Properly managing the waste it generates, with particular attention to waste suitable for separate collection.
- Providing relevant information and raising awareness among customers and consumers of the environmental impacts of the activities, products and services offered.
- Appropriately monitoring and assessing the efficiency of its environmental practices and pursuing continual improvement.
- Managing any environmental emergencies that may arise.
- Progressively reducing the environmental impacts associated with packaging by optimising material use, eliminating unnecessary elements and seeking reusable or recyclable solutions, or solutions sourced from responsible supply chains, while meeting applicable requirements and ensuring product protection, safety and quality.

## Policy Objectives

Through its Quality, Safety and Environmental Policies, CERERIA TERENZI EVELINO seeks to:

- Identify customer needs and expectations and translate them into requirements to be met.
- Involve everyone working with the Company in achieving its objectives.
- Achieve the highest possible levels of efficiency and effectiveness in management activities by analysing the operating context, relevant interested parties and critical issues, and seeking to minimise existing problems.
- Respond promptly to all customer enquiries, complaints and other concerns.
- Provide products and services of an appropriate quality to meet customer needs and expectations, while generating the profit necessary for ongoing development and improvement.
- Identify and pursue opportunities that make the best use of the Company’s capabilities and enable it to achieve a high level of competitiveness.
- Foster close integration throughout the Company, both across hierarchical levels and between functions, through training, practical instruction and continual improvement at every level.
- Eliminate inefficiency, with the aim of progressively reducing it towards zero over time.

Cattolica, 28 August 2026

Paolo Terenzi
(President)

