

Fercam has defined its own Quality, Environment, Health and Food Safety Policy with reference to its "mission", "vision" and "values", and pursues success and customer satisfaction through a constant commitment to continuous improvement of its business processes.

The primary goal of Fercam is to provide customers with high-quality services.

Fercam recognizes that environmental protection is a priority business goal and aware of its responsibility towards the environment, Fercam is acting on the market with the orientation to economic and environmental sustainability.

Today these values are put into effect and integrated into a defined commitment towards the respect of the safety in the workplace and food safety, in harmony with our economic activities and the available company resources.

The primary aims of Fercam are:

- *offer a qualitative service in line with the expressed requirements of the customer*
- *carry out the service in accordance with the agreements*
- *respect the current legislation relating to environment and safety*
- *manage processes effectively and efficiently, ensuring correct communication to employees*
- *optimize the consumption of energy and raw materials and promote a waste management system oriented towards their reduction and reuse*
- *provide logistics services in order to guarantee product safety*

The company aims are reached with the following actions:

- *recognize the requirements of the customer and inform the customer throughout the process of the service,*
- *measure, evaluate and check the quality performance to look for constant improvement of the service,*
- *provide suitable training and information to the employees in relation to their activities,*
- *monitor, evaluate and, where possible, reduce the impact of activities on the environment,*
- *promote the prevention and protection of working risks through the monitoring of the performance indicators,*
- *inform the stakeholders about the performances,*
- *operate with the objective to contain and reduce the environmental impact of activities, involving suppliers and customers,*
- *promote BBS Principles (Behavior Based Safety)*
- *duly implementation of the self-checking Food Safety system aimed to guarantee a correct storage and handling of products in accordance to recognized standards and customers' specific requirements, as well as definition of improved measures in terms of security level*
- *maintain and improve continuously the company management system through the involvement of the company functions at all levels by defining measurable aims.*

The Management makes a commitment to publicize its policy inside and outside Fercam, and to review it periodically to ensure the suitability to the company.

*Bolzano, March 31th 2017
The President
Dr. Thomas Baumgartner*