

INTEGRATED MANAGEMENT POLICY

The management of **Cafès Garriga**, unconditionally supports the management systems of quality, food safety, environment, energy efficiency and health and occupational safety, as basic principles of our business management, and we hereby undertake to:

- Produce and provide our customers with safe and wholesome food, beverages, products and services.
- Plan, implement, review and continuously improve all our processes to ensure effective and efficient process performance.
- Foster innovation and the development of new products, services, processes, marketing systems and organisational methods with a view to optimising resources (human, economic and material) and increase competitiveness.
- Continue to comply with and, as far as possible, go above and beyond the requirements of legislation and regulations applicable to all our activities, as well as other requirements.
- Foster the active participation of the entire organisation i to achieve these principles through communication, awareness, teamwork and continuous training in the different areas, for our staff and the staff of our suppliers and contractors alike.
- Foster prevention rather than correction in all actions and to work towards achieving the management objectives derived from this policy and to assess the ongoing performance of our processes with a focus on implementing actions to address the risks and opportunities identified.
- Communicate this integrated management policy to all our stakeholders.



QUALITY

Know the needs and expectations of our customers and consumers with a view to guaranteeing the production of food and beverages and the provision of services that allow us to obtain their maximum satisfaction.

Consider customer service and technical advice as a priority in all our activities.

Foster long-term and stable relationships with partners as well as with external suppliers to ensure their commitment and involvement in our organisation.

Guarantee the quality of the analytical services performed in our laboratories.

THE SATISFACTION OF A JOB WELL DONE



FOOD SECURITY

Identify, assess and control food safety and food security hazards throughout the supply chain.

Guarantee the quality, safety and authenticity of raw materials and products and promote the use of natural products.

Ensure hygienic design and proper maintenance of facilities and good handling practices.

Foster activities to prevent fraud and intentional contamination of food and to ensure an adequate level of food defence.

Commitment to continuous improvement and food safety through a plan. The plan shall foster food safety culture by fostering attitudes, values and practices related to food safety and transmitting them directly or indirectly to employees. It shall have objectives including communication, training, feedback and performance measurement on Food Safety issues.

TAKING CARE OF OUR CONSUMERS



OCCUPATIONAL HEALTH AND SAFETY (OHS)

Integrate the prevention of occupational risks within the company, through comprehensive, integrated and participatory prevention, at the level of damage and deterioration of health alike.

Assess risks and working conditions to improve the quality of working life of our staff.

Encourage healthy practices in our organisation.

Provide maximum protection for staff at each workstation and in security-related activities.

Guarantee and encourage the active participation of workers and support the preventive management determined by those in charge and managers.

PROTECTING OUR STAFF



ENVIRONMENT AND ENERGY EFFICIENCY

Foster sustainability, proximity and environmental, social and economic transparency in all our activities.

Minimise environmental impact through a commitment to environmental protection, the conservation of natural resources and the prevention of pollution throughout the life cycle of our products and services.

Foster actions aimed at Reducing, Reusing and Recycling.

Ensure continuous improvement in energy and environmental performance by providing the necessary resources to optimise energy use and consumption.

Support the design, procurement of energy efficient products and services.

RESPECTING OUR ENVIRONMENT