

QUALITY POLICY

VENTOLINI QUALITY POLICY

Our commitment to **Quality and Food Safety** across all our products and services drives us to continuously improve in order to meet customer expectations and maintain the company's recognition in the market as an organization that offers the best ice cream, pastry, bakery, and savory food products.

The passion for achievement and the dedication of each of our employees lead **Ventolini S.A.** to establish its **QUALITY MANAGEMENT SYSTEM** based on the requirements of the **ISO 9001** standard.

The General Management of Ventolini S.A. views the Quality Management System as a way to organize the company's operations, starting from fundamental pillars such as the **Quality and Safety** of its products and services.

Accordingly, the Ventolini S.A. Quality Management System is based on the following principles:

- Quality and its improvement are the responsibility of all members of the organization, starting with Management.
- Quality is achieved by planning, executing, reviewing, and improving the Management System, always taking into account the internal and external context of the organization.
- Quality is focused on the **satisfaction of all our customers (and interested parties)**, through the commitment of the entire organization to comply with their requirements, needs, and expectations, as well as applicable legal and regulatory requirements and those inherent to the product and service.
- Quality is supported by **Continuous Improvement** of both production processes and service delivery, as well as by improving the effectiveness of the Management System, in which error prevention is a fundamental aspect.
- Quality leads us to pay the utmost attention to technological developments and to the potential improvements that new technologies may offer.
- Quality requires the participation and collaboration of everyone; therefore, this Policy is communicated to all company personnel and interested parties for their awareness and understanding.
- Ventolini S.A. will systematically identify the training needs of its employees and properly plan its Quality Management Policy, focusing on ensuring knowledge of and compliance with this Policy by all personnel.

Management will periodically review this Policy in order to strengthen the concept of **continuous improvement in Quality and Food Safety**, thereby ensuring its adaptation to possible changes and updates.

Rev: 00

Diego Sardi de Lima

General Manager

Santiago de Cali – Colombia, November 2, 2022