

Food Safety & Quality Policy

Palermo Villa Inc. (PVI) is fully committed to the understanding that for our business to exist and grow, we place the highest priority on gaining and retaining the loyalty of our customer base. To attain that goal, we have adopted an integrated approach to food safety and quality management across the supply chain. PVI utilizes our Food Safety & Quality Management System to ensure consistency within all phases of our production process, from design and procurement of materials through to the customer. PVI's goal is to adhere to these policies on a daily basis while driving for continuous improvement in all aspects of our manufacturing operations. As a result of our dedication to our Food Safety & Quality Management System, PVI has set the following Food Safety & Quality Management initiatives:

Palermo Villa Inc. is committed to:

- ✓ Implementing a Food Safety & Quality Management System with an aim to produce and supply safe quality end products that meet our customer's expectations
- ✓ Comply with legal obligations and to protect the consumers with consistent safe food products through the application of good manufacturing/hygiene practices, GFSI and HACCP principles
- ✓ Ensuring all employees involved in food production receive appropriate and adequate training
- ✓ Ensuring that both internal and external communications regarding food safety are fully addressed

Palermo Villa Inc. ensures that:

- ✓ Only raw materials from approved sources or certified suppliers are used in food production
- ✓ Recipes of food composition will not be modified without approval from top management
- ✓ All critical control points are under control
- ✓ Outsourcing of products and/or services complies with expected or predetermined requirements
- ✓ All personnel are committed to the Food Safety & Quality Management System to ensure safe food production
- ✓ Restricted known food additives or allergens when used in food must be declared
- ✓ Foods are hygienically packed and supplied in a suitable manner to safeguard consumers' safety and health

Business performance is attained through the continual improvement of:

- ✓ Operational efficiency and customer satisfaction
- ✓ Assurance of safe quality production processes
- ✓ Assurance of products manufactured within our premises are safe for consumption
- ✓ Waste minimization

Palermo Villa Inc. requires its employees to fully commit to food safety:

As an employee, it is your responsibility to:

- ✓ Observe all food safety regulations & procedures
- ✓ Observe personal hygiene standards and requirements within the Code of Hygiene Practices
- ✓ Act in a manner of which does not endanger yourself, your co-workers, the public and/or the environment
- ✓ Whenever required, protect the integrity of the Food Safety & Quality Management System

Palermo Villa Inc. has set the following Food Safety & Quality Objectives:

- 1) Attain 100% on all Internal GMP Audits
- 2) Respond to customer complaints within 24 hours
- 3) Maintain High Satisfactory ratings on all third-party audits
- 4) Reduce USDA NR's by 15% (Annually)
- 5) Corrective actions as the result of non-conformities from internal audits shall be followed up within 10 working days

Giacomo Fallucca

Giacomo Fallucca – CEO & Chairman of the Board

Date 4.16.2021

Angelo Fallucca

Angelo Fallucca – President

Date 4.16.2021

Peter Cokinos

Peter Cokinos – COO & Executive VP

Date 4.16.2021

Melanie Braam

Melanie Braam – Director of Quality Assurance

Date 2.18.2022

Revision Date	Revision Number	Reason for Change	Approved by
3.1.2021	1	Release	E. Kastrul
4.16.2021	2	Electronic signatures added per agreement from E-Team on policy compliance	E. Kastrul
2.18.2022	3	New Director of QA reviewed and signed	M. Braam
6.6.2022	4	Added commitment to GFSI	ERS

