

## QUALITY POLICY

Triveneta Certificazioni S.r.l. (hereinafter referred to as TC) is a certification company constituted by Control Bodies Ceviq S.r.l., Siquria S.p.A. and Valoritalia S.r.l.

For achieving its objectives, TC benefits from the experience and professional skills, in the field of DO and IG wines certification, of the above-mentioned Bodies as well as the Chamber of Commerce, Industry, Crafts and Agriculture of Trento.

TC's mission is the certification activity and control of quality wine production with the aim of valorizing viticulture, quality production, and tradition that are the qualifying requirements of the Italian wine sector.

In this context, TC services are addressed to companies, bodies and public and private organizations operating in the wine sector with the goal of improving consumer's trust in certified products.

Control systems and activities are considered fundamental tools for the protection of denominations within the scope of regulated certifications.

In order these systems to be considered credible and warranty of credibility for consumers, TC ensures that all activities are conducted in a reliable, rigorous and independent manner.

The TC Quality Management System is set up and implemented to ensure its compliance with the official documents in relation to Control Bodies activity and in order to maintain the recognitions and accreditations required by applicable international regulations as well.

This Policy is widespread to whole chain level and TC's staff is trained to its sharing and correct application in various ways.

To this end, TC undertakes the above policy by applying the following principles:

### Impartiality

- the establishment of the Committee for the Safeguarding of Impartiality as an independent and representative body of the interested parties, supervising on the proper performance of the TC's activities,
- the assessment and implementation of risk-based analysis for identifying possible threats and actions to prevent and mitigate (reduce) those risks that may compromise the principle of impartiality itself,
- the separation of the inspecting functions from the assessment and decision-making process to the reviewing and evaluating on certification process,
- the employment of inspectors operating in a well-established manner and which provided adequate guarantee concern the absence of conflicts of interest,
- the warranty that any subject who are involved, within the scope of TC activities, can access to TC services without discrimination in terms of dimension, as member in associations or in a particular groups,
- the application of fair fees, approved by the competent bodies, ensuring their fairness and uniformity,
- the completion of TC's activities in compliance with the time limits defined in its procedures.

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### Competence

- inspectors and internal personnel involved in TC's activity are appropriately selected, qualified and trained; their competence, for the specific activities, has been previously verified,
- continuing training and supervising of staff activities guarantee the maintenance of qualification,
- the use of accredited analysis laboratories.

### Liability

- the proper capability of making-decision based on the assessment of objective evidence, even-thought the insurance of minimal required requirements is Applicant's competence.

### Transparency

- the setting definition of specific supply conditions for each required of control activity,
- the establishment of the Appeal Deciding Body to which the Applicant may access in case of disagreement with TC decisions,
- access/disclosure to non-confidential information, related to control activities, in appropriate ways.

### TC Privacy

- the compliance with regulatory and legislative requirements regarding confidentiality and security of Applicants related information.

### Complaint management

- free access to Complaint procedure,
- rapid and appropriate responses to raised complaints.

TC aims to improve the services provided to Applicants through periodic assessment of compliance with principles and objectives so far listed in this Quality Policy.

This objective is pursued through the adoption of self-control tools such as periodically planned internal inspections and directional reviews to adopt the appropriate improvement actions.

Triveneta Certifications S.r.l.  
The President  
*Dr. Francesco Liantonio*