

"Providing top-quality and first-class service is a non-negotiable goal for us, as well as a source of pride."

Attilio Babbi

The fundamental policy of the Management of **BABBI SRL** is the complete satisfaction of Customer expectations, obtained through technical-commercial functions, trade fairs, publications and advertising, the website and social networks, and product sampling. The aim is also to achieve and maintain, through the offering of products and related services, a precise image of professionalism and efficiency, in full compliance with all applicable regulations.

In particular, the BABBI brand must be perceived in the market as a synonym for **Quality** understood as fulfilled pleasure, **Guarantee** in the use of noble raw materials, and **products made through standardized processes**.

Our Values (from the corporate website):

"Choosing BABBI means choosing the fruit of 70 years of experience and research, 70 years of passion, love, and craftsmanship.

Choosing BABBI means looking to the past, to tradition and authentic artisanal flavors, while also looking to the future—toward innovation, research, and development in a constantly and rapidly evolving market.

Choosing BABBI means embracing the values upon which we laid our foundations 70 years ago, and which have made our company a world leader in artisan gelato and a master in the production of unique and unrepeatable confectionery specialties."

BABBI is deeply connected to its territory and promotes activities that contribute to its socio-cultural development and well-being. The company therefore seeks to meet the needs of both internal and external stakeholders, with particular focus on environmental protection and the health and safety of workers.

To achieve these goals, the following general guidelines are observed:

- a) Ensure a competitive corporate image in the market;
- b) Guarantee a safe working environment for all collaborators;
- c) Align the technical level and quality standards of products/services with the needs and expectations of customers;
- d) Maintain an integrated quality-safety-environment management system in compliance with ISO 9001:2015, 14001:2015, and 45001:2018 standards, aiming for continuous improvement, strategic context evaluation, and stakeholder satisfaction, always analyzing risks and opportunities;

- e) Raise awareness among all employees about food safety risks and the importance of food hygiene and safety. Management ensures that roles and responsibilities are clearly communicated within every activity of the food business; it commits to maintaining the integrity of the food hygiene system during any planned changes, and guarantees training in food safety. Compliance is verified through regular internal audits;
- f) Ensure efficient control of the company's core processes;
- g) Fulfill all applicable regulatory requirements, particularly those related to occupational health and safety and environmental protection;
- h) Reduce the number of accidents and occupational illnesses by continuously improving health and safety performance indicators;
- i) Support the local area by promoting environmental protection, tourism, tradition (in partnership with associations and municipalities), sport, and education, giving preference to relationships with local companies when possible;
- j) Train a team of Product Specialists to respond to specific improvement requests from gelato professionals;
- k) Offer customers and industry professionals the opportunity to visit production departments to communicate the importance of production line organization;
- l) Provide clarity and transparency in ingredient labeling and technical data sheets;
- m) Demonstrate awareness and sensitivity to dietary needs related to religious, ethical, and/or cultural practices by obtaining ethical certifications such as Halal, Kosher, and Vegan;
 - n) Adopt the Organizational Model under Legislative Decree 231/01 with Board resolutions from December 2024: Group Code of Ethics
 - Babbi Group SPA Organizational Model and related Protocols
 - Babbi SRL Organizational Model and related Protocols
- o) Create an internal system in preparation for the ESG Sustainability Report (to begin with fiscal year 2025).

Achievement of these objectives will be pursued through:

- a) Engagement, participation, and consultation of staff in company activities, ensuring compliance with internal procedures and fostering a shared corporate culture through ongoing promotion of Quality, Environmental Protection, and Occupational Health and Safety values;
- b) Anticipating expressed and unexpressed market needs, always considering sales team feedback

and developing new products using raw materials that meet consumer health and wellness expectations, preferring healthier components even if less optimal for processing;

- c) Continuous improvement, primarily through analysis of non-conformities and process indicators;
- d) Maintenance and strengthening of strategic relationships with long-standing suppliers, seeking real partnerships rather than resorting to competitive tenders for each procurement, in order to maintain product and service quality standards;
- e) Corporate flexibility, offering customers high-quality products/services and possible customizations to meet their expectations;
- f) Improving the technical skills of Sales Agents through internal and external training activities;
- g) Establishing the **Babbi Attilio Academy** to organize training courses for current and prospective customers and enhance market service levels;
- h) Utilizing external consulting in Quality, Environment, and Safety areas;
- i) Implementing improvement solutions that respect the environment, optimize resource and energy use, reduce waste, and safeguard health and safety at all organizational levels;
- l) Adjusting production processes, operational methods, and procedures from the product design phase to steadily increase the number of references eligible for religious, ethical, and/or cultural certifications.

Management monitors progress toward these goals through specific indicators and objectives, formalized in a Management Directive issued at least annually.

Reaching these objectives requires full staff involvement and recognition of each person's role in the company, through:

- training and awareness;
- direct participation of all corporate resources, at all levels, in the continuous improvement program.

The signature of each document by the designated Managers represents acceptance of responsibility for the contents of the document as it pertains to their function and as established in company procedures.

Management is committed to sharing these objectives with all collaborators by posting a copy of these policies in workplace areas.

Bertinoro, April 30, 2025
Management

