

## SOALHEIRO'S INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

### VISION

Continue without leaving our place

### MISSION

To value our territory, renewing an innovation tradition in Alvarinho, in wine tourism and in herbal teas

### VALUES

Quality, Consistency, Tradition, Innovation, Sustainability, Territory

To achieve our **Vision**, to respect our **Mission** and to transmit our **Values** according to our strategy, we are committed to:

- Serve customers with the most accuracy and attention in each of Soalheiro's products and services, according to all legal requirements;
- Ensure the supply of safe products from the food safety point of view and according with customer requirements, ensuring relevant communication throughout the entire chain;
- To implement sustainable management that promotes continuous improvement, guaranteeing harmony between the environment, social and cultural development and economic viability, thus contributing to a responsible and innovative wine sector, in particular by using organic production and respect for biodiversity and encouraging good practices among partners;
- Promote the protection of the environment through proper activities' management by preventing pollution and, whenever possible, positively interfering in the entire life cycle of its products;
- Involve the entire Soalheiro team, ensuring the knowledge transfer within the company, stimulating an environment that encourages creativity for the continuous quality and differentiation improvement of the activity, promoting a culture of safety, respecting a tradition of innovation through a strategy of sustained growth in quality and consistency;
- Act proactively in observing the external environment, cooperating with partners, suppliers and other stakeholders for joint growth and better global performance;
- Provision of tourist experiences that value our products, our territory, innovating and maintaining traditions;
- Continually improve the effectiveness and efficiency of Soalheiro's Integrated Management System (IMS) based on a culture of respect for tradition, of constant innovation and differentiating safe products and services, that enhance the territory.

Melgaço, 14/08/2023