

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, 10/2024